



Request for Proposals

About LGBT YouthLine

LGBT YouthLine has been a peer support organization in Ontario for queer and trans youth since the early 1990s.

We are a 2SLGBTQ youth-led organization that affirms and supports the experiences of youth (29 and under) across Ontario. We do this by:

- Providing anonymous peer support and referrals
- Training youth to provide support to other youth
- Providing resources so youth can make informed decisions

Peer Support HelpLine

Our HelpLine is the only support of its kind, allowing 2SLGBTQ youth to get information, resources, and support from other trained 2SLGBTQ youth. Our HelpLine provides anonymous support to youth not able to access in-person supports and reaches over 4000+ youth annually. We adapt to youth needs and were one of the first helplines to offer services via text in 2012. In 2021-2022, we adapted our service to run virtually, allowing us to expand our volunteer pool across the province. With this new model, we adapted our volunteer training program by prioritizing an engaging and interactive e-learning model that would be suitable for youth volunteers.

Outreach and Leadership Opportunities

YouthLine develops youth leadership programs and opportunities, outside of urban centres like Toronto, where 2SLGBTQ youth have few programs/spaces. These programs create employment and volunteer opportunities for youth to develop skills, get support, and address programming gaps in their local regions. Building off the groundwork of the Provincial Youth Ambassador Project the Indigenous, Northern, Rural, and Remote Outreach Specialist supports Youth Line's networking and community partnerships with a focus on Northern Ontario communities. Our YouthOrganize program provides skills and support for youth to create resources, connection opportunities, and increase supports for 2SLGBTQ youth in the Peel and Halton regions.

Research and Training

YouthLine is committed to increasing service providers' and educators' knowledge on how to better support 2SLGBTQ youth. In 2019 we completed a provincial needs assessment of 1,200 2SLGBTQ youth in Ontario identifying their needs and experiences. Our findings



were shared through 10 launch events across Ontario and the report continues to be shared online. We have further developed a recommendations report and Knowledge Exchange sessions to build the capacity of service providers/educators in non-urban spaces.

Collaboration

YouthLine collaborates with multiple provincial, regional, and local networks and organizations to increase our shared knowledge and capacity to support 2SLGBTQ youth.

Governance

Our organization involves 15-16 staff members and 9-11 Board of Directors members. Our Board of Directors works with the YouthLine Executive Director, staff, and volunteers to fulfill our mission and vision. As a youth organization, we have a mandate to have at least 50% of the Board of Director members be youth (age 18-29), to ensure youth voices are represented at all levels of our organization. The Board of Directors are actively involved in various activities including board meetings, policy writing, research, policy review, representing the organization at public events, fundraising initiatives, governance and staffing structures, and strategic planning. The Board meets every 2-4 weeks depending on the needs of the organization.

As we work towards realizing our provincial mandate, we have transitioned since 2020 to virtual Board of Director meetings and increased our reach to Board members outside the Greater Toronto Area. Additionally, as we work towards greater collaboration between the Board, staff, and management, the Board has transitioned in 2023 to a working group structure that addresses organization-specific needs. These working groups include Operations and HR, Policy and Governance, Finance, EDI, Fundraising and Communications, and Strategic Projects.

Position Objective & Summary

Strategic planning: Develop a 3-year strategic plan that includes a renewed organizational mission, vision, and values, and short- and long-term planning.

As we prepare to enter our 30th year we are seeking support in establishing a renewed direction for the organization. It has been over 5 years since YouthLine has had a strategic plan and a lot has changed – the staff body has tripled, and we are now an almost fully remote workplace. At the end of summer 2023, we received a report containing recommendations following an organizational review. A strategic plan will be a part of prioritizing and implementing those recommendations.



Scope of Work

- Conduct a comprehensive needs analysis to identify gaps and opportunities in LGBT YouthLine's current operations.
- Conduct a review / refresh of organizational mission, vision, and values to ensure alignment given significant organizational change
- Review of past Strategic Plan (2018-2021), Organizational Review (2023)
- Collaborate with the LGBT YouthLine Board of Directors, Strategic Projects Working Group and Interim Executive Director on the Strategic Planning process
- Engagement with the Board of Directors, staff and relevant stakeholders via approximately 5 number of consultations/focus groups, survey and team meetings
- Develop and facilitate virtual organization-wide strategic planning session over 2 days
- Employ an intersectional, anti-racist, anti-oppressive equity framework for strategic planning process and outcomes. Primarily focusing on decolonization and the Calls to Action from the TRC Commissions, countering anti-Black and anti-Indigenous racism, disability justice, anti-capitalist principles, and other systems/structures contributing to the non-profit industrial complex.
- Deliver a 3-year strategic plan with clear goals and pillars that align with the organizational structure of LGBT YouthLine.
- Consultation regarding implementation of strategic plan, including identifying and prioritizing deliverables as well as establishing a timetable for execution of deliverable.
- Develop a monitoring and evaluation framework for YouthLine to track the progress and impact of the strategy implementation after the project is complete

Qualifications & Experience

We are looking to work with a consultant, or group of consultants, who are values-aligned, experienced, and come from the communities we serve. LGBT YouthLine has always been youth-led and we would like to work with folks who understand this as a priority.

Proposal Submission

Please submit your proposal in one of the following formats:

- PDF (between 5-10 pages)
- Video (no longer than 10 minutes)



Please include the following in your proposal:

- background (including values and how they align with YouthLine's) and qualifications,
- strategic planning methodology,
- examples of past work, and
- 2 references.

At LGBT YouthLine we want to ensure every applicant for this contract is treated fairly and with respect regarding race, national or ethnic origin, religion, age, gender, sexual orientation, or disability. **If you require any supports in this application process, including with submissions, please contact lauren@youthline.ca**

Please submit proposals to jobs@youthline.ca

Any questions about this RFP or proposal submission can be sent to lauren@youthline.ca

You can also view this posting on CharityVillage:

<https://charityvillage.com/jobs/strategic-planning-rfp-remote-in-ontario-ca/>

Proposal Evaluation

Proposals will be reviewed by the Strategic Projects working group, which includes management, the Interim ED, and Board members.

Proposals will be evaluated based on the following criteria:

- Demonstrated experience and expertise in strategic planning in the nonprofit sector.
- Demonstrated experience and expertise in incorporating principles of anti-racism and anti-oppression in strategic planning processes.
- Clarity and comprehensiveness of the proposed approach and methodology.
- Feasibility and alignment of the work plan with the project objectives.
- Qualifications and expertise of the proposed team members.
- Reasonableness and competitiveness of the budget.
- Past performance and client references.

Shortlisted candidates will be invited for an interview.



Confidentiality: All information provided in the proposals will be treated as confidential and used solely for the purpose of evaluation and selection.

Budget

\$15,000 - \$25,000

Payment schedule will be tied to deliverables and will be negotiated upon signing of contract.

Timeline

- Proposal submission deadline: November 19, 2023 at 11:59 pm
- Interviews: November - December 2023
- Timeline of deliverables: January 8, 2024 - March 31, 2024