# Section 3 – Workforce Development

## S1: STAFF ACCOUNTABILITY

#### POLICY

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| It is important for the smooth running of Community Gateway that all staff members are clear about whom they are responsible to and that there is a set procedure for reporting. |

#### PROCEDURE

#### Role of the Board of Management

#### The Board of Management has overall responsibility and accountability for the organisation and activities carried out within it. Governance of the organisation ensures that the Chief Executive Officer and other staff members are supported in their roles to carry out the work of the organisation and setting policy, procedures and practices within the organisation to ensure accountability for the strategic plans of the organisation, legal and financial management and outcomes for clients and carers, as well as linkages to other health, welfare and community services.

#### Role of the Chief Executive Officer

Responsibility for the day-to-day management of Community Options Inc has been delegated by the Board of Management to the Chief Executive Officer. This includes responsibility for:

* Program and financial management, organisational leadership, strategic directions and development for the organisation.
* Legal and quality standards (e.g. Community Care Common Standards, Disability Service Standards) compliance by the organisation.
* Risk management and complaints processes carried out and recorded
* Community development and partnership development
* Apply for grants and administer these according to funding agreements
* The Chief Executive Officer is responsible to the Board of Management

#### Role of the Directors

The responsibilities and roles of the Directors are to support the Chief Executive Officer to manage the operations of Community Gateway and specifically:

* Monitor and support case managers to carry out their duties according to their job descriptions and key performance indicators, funding agreements and the case management standards of Australia and other relevant standards, ensuring that sufficient staff are available to carry out work in a team environment.
* Ensure the operations of Community Gateway are carried out to achieve quality outcomes, in accordance with legislation and performance agreements, in line with Operational Plans, and within set budgets.
* The Directors are responsible to the Chief Executive Officer.

**Role of the Finance and Administration Manager**

The responsibilities and role of the Finance and Administration Manager is to support the Chief Executive Officer and the Directors to manage the operations of Community Gateway, and specifically to:

* Monitor and support the administrative staff to carry out their duties according to their job descriptions and key performance indicators, ensuring that sufficient staff are available to carry out work in a team environment.
* Ensure the financial and administrative operations of Community Gateway are carried out to achieve quality outcomes, in accordance with legislation, in line with Operational Plans, and within set budgets.
* The Finance and Administration Manager is responsible to the Chief Executive Officer.

#### Role of Other Staff

All other staff members are required to fulfil the requirements of their job as specified in the job description.

All staff members are required to comply with all statutory and legal requirements for the work they carry out and ensure that the standards relevant to their work are met (Community Care Common Standards, Disability Service Standards and Case Management Standards for case managers).

Operational staff are also required to ensure that the programs they are working on meet the funding requirements for that program.

All staff members are employed by the Board of Management, but are directly responsible to the Directors or Team Leaders, and through them to the Chief Executive Officer.

#### MEASUREMENT

* Job descriptions and Key Performance Indicators are available for all staff members
* Policy and Procedures documents outlining duties and responsibilities
* Quality Manual

#### RESPONSIBILITIES

* Chief Executive Officer
* Directors
* Operational staff
* Administrative staff

#### STANDARDS and COMPLIANCE

*Community Care Common Standard 1.1: Corporate Governance*

*Community Care Common Standard 1.2: Regulatory Compliance*

*Community Care Common Standard 1.5: Continuous Improvement*

*Community Care Common Standard 1.7: Human Resource Management*

*Disability Service Standard 4: Feedback and Complaints*

*Disability Service Standard 6: Service Management*

**OTHER RELEVANT POLICIES**

**S2: Job Descriptions**

**S3: Staff reporting procedures**