

# Appendix C

## Our Various Roles at CLS

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*The following job descriptions are only very general guidelines and duties can overflow from one role to another – cooperation between all employees is the key.*

Community Inclusion is comprised of Community Living Counsellors, their Coordinators and Assistants, lead by the Directors of Community Inclusion for both Residential and Vocational Supports. This team is lead by the Director of Operations and Employee Services.

Community Living Counsellors fulfill a vital function at the CLS, providing support tailored to the personally identified goals of the individual(s). Counsellors provide support in the individual's homes as well as at the vocational centres out in the community and during supported employment. The duties of Community Living Counsellors are as varied and unique as are the supported individuals. Duties include personal care, coaching, training and counselling of supported individuals, crisis prevention and intervention, maintenance of vehicles, yards, homes and vocational centres and accountability of funds, among many others. Community Living Counsellors are also responsible for the overall safety, security and well being of the individuals they support. Without the dedication and skills of our Counsellors the CLS could not exist.

Community Living Counsellor, Coordinators, (CLCCs) in conjunction with their Assistants, provide support as well as “hands-on” supervision of the services delivered to the individual. They are responsible for supervisory functions and are accountable for the day to day support given to individuals as well as the associated administrative functions. This includes the safety and well being of the individual and maintaining positive relations and open communication with the supported individual's networks, employer, other service providers and professionals involved in the individual's life, as well as with the community at large. It also includes creating an open and communicative team environment that provides service in a friendly and respectful manner; supervising the provision of crisis prevention and intervention and, through coaching, training and counselling, assisting individuals with financial decisions, health care and goal setting.

### Community Inclusion

**Community Inclusion**

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These positions are the key to success for the CLS and the individuals it supports. They are an appropriate role model of responsible independence and effective interdependence for the individuals they support and their staff. They play a key role in developing and maintaining excellent relationships and communication with individuals' personal networks.

The Director of Operations and Employee Services and Directors of Community Inclusion have operational responsibility for the services provided by CLS. They are accountable for all facets of residential support in the homes and vocational support in the centres assigned to their area. They supervise and provide support to the CLCCs. Their primary responsibilities are for the quality of service delivery, budget control, resource management and the relationships which CLS has with supported individuals, networks and its employees. They are part of the Management team. Together with Employee Services, they are responsible for hiring, training, and the development of CLCC's. In addition, they are required to develop and maintain good external relations with health care professionals, government agencies, community employers and planners, general contractors, suppliers, and other related agencies such as BC Head Injury Society, the Neil Squire Foundation, etc. By their support of the CLCC, the Directors are essential to ensuring the realization of the personally identified goals of the individuals through planning with the individual(s) and their network. They are a key to ensuring the beliefs, values and philosophy of the CLS are understood and used to guide CLS operations throughout their area of responsibility.

**Residential Initiatives**

The Director of Residential Initiatives is responsible for overseeing residential planning including aging in place initiatives for those we currently support and residential development for individuals we will support in the future. This position is responsible for the development and maintenance of proactive processes for property and fleet management to support our community living objectives.

**Quality and Innovation**

The Director of Quality and Innovation is responsible for the design, implementation and ongoing quality of the CLS person centered planning process. This process is designed to ensure the engagement of individuals, families and employees, a holistic approach that will ensure excellent outcomes. This position is also responsible to ensure that CLS consistently delivers best practices that meet or exceed all CARF Accreditation standards.

*At the CLS office you will find friendly staff dedicated to serving your needs as an employee and to managing the operations of the business.*

The Manager of Administration is responsible for providing overall smooth office operations at the CLS, the timely output of the bi-monthly CLS newsletter, administration of the Voicemail system and Website, and administrative support to the Executive Director, among many other duties. The Manager of Administration is part of the CLS management team and works closely with all office staff, CLS Board of Directors, Family Link Board of Directors, external sales representatives, and office leasing and maintenance personnel.

The Senior Administrative Assistant provides administrative support to the Directors of Community Inclusion, the Director of Residential Initiatives and the Director of Quality & Innovation. Responsibilities of this position include: training new Coordinators with regard to accountabilities; administering accounts including support; liaison with licensing; and other administrative duties.

The Receptionist directs your telephone calls, assists other departments with secretarial and clerical duties and will greet and assist you when you visit the Office.

The Administrative Assistant assists the Manager of Administration and other departments, acts as relief Receptionist as needed and will be glad to help you when you visit the Office.

Financial Services handles the payment of expenses, preparation of payroll, benefits and savings plan administration, collection of funds, and related accounting and reporting requirements. The team comprises accounting and payroll professionals.

The Director of Financial Services is part of the CLS management team and is responsible for the overall financial management of the CLS including all budgeting, systems, controls, financial reporting, investments and record keeping. The Director of Finance heads the Finance Team.

**Manager, Administration  
& Administrative Staff**

**Financial Services**

**Employee Services**

Employee Services is made up of a team of human resource professionals committed to helping all CLS employees fulfill their full potential in their various roles within the CLS. The team is dedicated to nurturing a respectful workplace and practises an open-door policy whereby all supported individuals, networks, and employees are encouraged to provide input and/or voice any concerns.

The ES team is comprised of a Director of Employee Services and several Employee Services Advisors. The Director of Employee Services is part of the CLS management team and is responsible for developing and maintaining good relations with supported individuals, networks, board members and all CLS employees. The Director is accountable for and directs the team in recruitment, training and development, employee relations, performance management, remuneration (including benefits design and employee recognition), health and safety, and general personnel administration.

**Executive Director**

The Executive Director heads the CLS management team and is responsible for all facets of the CLS pertaining to leadership and management while directing the Society’s overall mission and strategic plan as mandated by the CLS Board of Directors. The Executive Director plans, organizes, directs and administers all CLS activities and operations directly or through other managers consistent with Board approved policies and procedures. The Executive Director is responsible for developing and maintaining good relations with supported individuals, Board members, networks, government agencies, other related societies along with the BC and Canadian Associations for Community Living (BCACL & CACL) and all funders including Community Living BC. An important function of the Executive Director’s role relates to securing adequate funding for current and future CLS services. The Executive Director is accountable for ensuring CLS service delivery is of the highest quality and in harmony with the beliefs and values, philosophy and goals of the CLS.

**Board of Directors**

The CLS Board of Directors can consist of up to 20 members, which includes a Chairperson, Vice-Chairpersons, a Secretary-Treasurer and other Directors. One Director is a Family Link Society Representative. Board members are elected by the CLS Membership at the annual general meeting each June. The Board meets regularly to oversee the operations of the CLS and to provide overall direction and strategic planning for the Society.