

# Decent Care Board

The Board advises and the CEO manages. The Board hires the CEO to execute the board-approved strategic plan. The Board does not execute the plan; it monitors the company's progress towards achieving the plan while ensuring required resources are available.

Perhaps stating the obvious, the relationship between the Board and the CEO is a critical aspect of successful corporate leadership. The starting point of this relationship is: The Board selects the CEO, and the CEO is hired to take responsibility for all management and operational issues of the company. Here are some guidelines to ensure an effective working relationship between the Board and the CEO:

- Ensure the CEO and the Board share values of the organization
- Develop mutually agreeable goals policies, and standards of performance for the CEO with input from the CEO
- Agree on the decisions that should be brought to the board, those on which the board wants to advise and consent, and those that are delegated to the CEO.
- Remain knowledgeable about the firm's activities and performance in appropriate detail and in a timely manner and evaluate the results.
- React appropriately to the results by holding management accountable and reward or intervene when necessary.
- Review the organisations strategic and operational plan to monitor performance of the organization
- Review the Master Register and internal reporting to ensure Quality and Safeguarding Matters are being met
- Review the organisation's emergency management plan (business continuity) to ensure maintenance of operations in the event of emergency or natural disaster
- Review the organization Risk Management Plan to ensure a risk managed approach is being conducted to maintain services
- Review organizations client incidents and complaints to ensure ongoing quality and safeguarding approach
- Conduct performance review of CEO

# Chief Executive Officer (CEO)- newly appointed

The CEO will lead and drive the strategic direction and vision of Decent Care. The CEO is responsible for leading the Senior Management Team in ensuring high quality and innovative product/service delivery that meets all quality, operational and financial targets. The CEO will also lead and direct business development, and community engagement and manage the day-to-day operations of the organization to achieve optimum outcomes as well as effective use of human resources and business assets.

### Organizational Strategy

- Oversee and develop the financial and operational well-being of Decent Care by creating an environment and culture that focuses on fulfilling Decent Care's mission, vision, and values.
- Partner with the senior management team to provide guidance on operational and strategic issues as they arise; including provision of strategic recommendations to direct reports based on financial analysis and projections, cost identification and allocation, and revenue/expense analysis.
- Develop business prospects by studying economic trends and revenue opportunities; project acquisition and expansion prospects; analyse organisational operations; identify opportunities for improvement, cost reduction, and systems enhancement; and accumulate capital to fund expansion.
- Oversee financial performance and risk profile while ensuring that all compliance and regulatory obligations are met; manage the design and implementation of new products/services; guide brand development and the implementation of effective marketing strategies.
- Represent Decent Care at business functions, community events, industry training and events, and networking opportunities.
- Cultivate relationships and maintain open communication channels with shareholders, government entities and stakeholders.
- Engage the Board around issues, trends, and changes in the operating model and operational delivery, including incidents, complaints and other matters relating to the quality and safety of participants accessing the service.
- Update job knowledge by remaining aware of new regulations, participating in educational opportunities, reading professional publications, maintaining personal networks, and participating in professional organisations.
- Overlook all departments and identify and gaps or scope of improvements.

### Financial and Operational Management

- Monitor company performance by measuring and analysing results, initiating corrective actions, and minimising the impact of variances.
- Oversee the budgeting process, and the implementation of budgets, so as to monitor progress and present operational metrics both internally and externally.
- Ensure timely and accurate reporting of key events regarding operations to officers, managers and other appropriate stakeholders to keep all relevant parties informed.
- Oversee the preparation and approval of all operational and financial reporting materials and metrics for Decent Care's board of directors; including monthly and annual financial statements.
- Report to the Board of Directors with accurate and timely information regarding Decent Care's overall performance, including financials, risk ratings, compliance and growth prospects.
- Increase revenues and income; implement operating cost controls in the areas of staffing, supplies, purchased services where needed.

### Team Management

- Develop and manage direct reports; guide larger multidisciplinary teams outside of direct reporting lines.
- Engage other members of the senior management team to facilitate cross-department collaboration to ensure that all departments and senior management support Decent Care's evolving strategy, operational delivery, and data collection needs.
- Ensure Decent Care is staffed with well-trained, high-quality, values-aligned and engaged employees at all times.
- Work closely with the senior management team to develop effective hiring, training, and compensation plans to attract and retain quality talent.
- Lead and guide employees with a focus on consensus building, engaging and empowering them to be successful in serving stakeholders and customers.
- Provide guidance on attracting and developing key team members for Decent Care as and when needed.

Conducting Performance reviews of all managers

# Chief Financial Officer

The responsibilities of a chief accounting officer (CFO) include leading the accounting department of a business and managing its day-to-day operations. CFO prepare the budget and regulatory reporting and monitor and analyze finances relative to the budget or other metrics. Other duties include leading the accounting staff, putting together monthly, quarterly, and annual financial reporting, including audited financial statements, studying historical financial reporting, and managing general accounting, such as accounts receivable and payable and fixed assets. CFO is expected to oversee accounting for payroll, workers' comp, healthcare, bonuses, bank reconciliations, and more. CFO prepares presentations and provides information for cost reports to analyze the financial position of the business while providing recommendations to improve performance. CFO also oversees the Plan Management department and the program manager for the plan management department directly reports to the CFO.

- Report directly to the CEO.
- Recruit, manage, and oversee all accounting departments, work with other accounting managers.
- Create accounting strategies to maximize profits.
- Manage payroll and taxes.
- Regularly examine financial statements and ensure they are accurate and free of any errors.
- Organize and update financial records; monitor all bookkeeping.
- Analyze accounts and suggest improvements to reduce costs and increase profits.
- Make sure all financial data adheres to current tax laws and regulations.
- Keep company accounts information confidential.
- Stay abreast of industry changes and current tax/accounting laws.
- Prepare, manage and present monthly reports.
- Act as a liaison to outside auditors
- Represent the accounting department at board meetings.
- Overlooks the HR process of the company and HR officer.
- Oversee and report outcomes of Plan Management services to the CEO

# Program Manager

. This role is mainly operational since this person is responsible for planning and governance and for overseeing the successful delivery of the services' output in both direct services and separately for Support Coordination.

- The program manager is responsible for the overall delivery, and integrity of service. They will develop and maintain the environment to support each individual service within it.
- Daily program management
- Internal reporting of incidents and complaints
- Planning the overall program and monitoring the progress, including ensuring client documentation is completed in a timely manner to the standards required
- Managing the program's budget, ensuring participants funding is maximized to achieve the stated goals
- Managing risks and issues and taking corrective measurements;
- Coordinating the projects and their interdependencies;
- Managing and utilizing resources across services;
- Managing stakeholders' communication;
- Aligning the deliverables (outputs) to the program's "outcome".
- Managing the teams that operate within the service delivery teams
- Identify training needs and making the associated request to the CEO
- Conducting regular supervision for team members
- Conducting performance appraisal of team members
- Managing the main program documentation such as reporting to the CEO regarding participant information as required
- Conducting Induction of new staff members
- Implementing KPIs for the team leaders/SC and allocating caseloads that would appropriately reflect their KPIs.
- Delegating tasks and caseloads to the team leaders.
- Liaising and reporting to the CEO.
- Preparing monthly reports of the department, which include,
  - New Number of Participants
  - Number of Participants archived.
  - Implementation of strategies to improve efficiency.
  - Ensuring the KPIs are met by the Team Leaders.

## Process Management Officer (PMO)

A process manager is responsible for coming up with and implementing the necessary changes for the department or organization to realign with the right objectives and priorities. The Process Manager also drafts and prepares the needed documentation detailing the existing processes; changes recommended, changes implemented, future forecasts, and anticipated results. This expert also analyzes the implemented changes, results, and whether they're yielding the desired outcomes and adjusting workflows.

- Identify business process challenges by analyzing process data and metrics.
- Work across all departments under the supervision of the CEO.
- Facilitate teams to critically review current processes for effectiveness, quality and simplification.
- Develop and implement process solutions to improve operational efficiency.
- Develop process workflow and design in compliance with regulatory requirements.
- Provide training programs on new processes as needed.
- Monitor and measure the benefits of post process implementation to ensure product quality, efficiency, and improvement.
- Identify risks and issues in business processes and systems.
- Identify and analyze business processes to be improved.
- Lead a team that will be responsible for process assessments, and process design and redesign.
- Analyze operating data and statistics to identify opportunities, develop action plans, and implement process improvements.
- Prepare business process reports for management.
- Maintain and update all the process related reports for reference purposes.
- Develop in-depth knowledge of the organization's business lines and products.
- Assist in promoting the implementation of best practices.
- Recommend innovative business and technical solutions to improve operational effectiveness.
- Overlooks the IT operations of the company.
- Reports to the CEO.

# Compliance Officer

A compliance officer, or a compliance manager, ensures that a company complies with its outside regulatory and legal requirements and internal policies and by law. They are responsible for ensuring a company's practices are compliant with any relevant laws, regulations and licensing requirements. They also advise key stakeholders on a range of matters.

A compliance officer must also fully grasp the standard business law and surrounding rules and regulations to create procedures and policies to protect the business.

### Duties and Responsibilities:

- coordinating and attending meetings with CEO and reporting the findings to the CEO;
- coordinating and conducting internal investigations into compliance issues;
- conducting monthly internal reviews and audits to ensure all staff are following compliance procedures;
- Developing internal audit reports and reporting to the CEO and the management meeting on a monthly basis.
- conducting internal risk assessments and identifying, assessing and managing risks;
- ensuring all company activities, policies, and documentation are compliant with company, state and federal regulations (in particular NDIS requirements);
- reporting to the board and management on matters of risk, compliance and legislation; and
- ensuring record management systems are kept up to date.
- Ensuring client documentation is of a high standard
- Ensuring staff files meet the appropriate probity checks, screenings and qualifications
- Reviewing and investigating complaints and incidents.
- Maintaining the Master Register
- Conducting external reporting as required
- Monitoring Behaviour support plans to ensure they meet the compliance requirements
- Ensuring policies reflect practices and changes as they occur
- Conduct client and staff surveys to identify areas of improvement within service provision
- Reviewing the effectiveness of training that is delivered and recording outcomes in the Master Register
- Conducting an internal audit across all departments on a timely interval and the findings are to be reported to the CEO.

# HR OFFICER

The Human Resources Officer is responsible for delivering effective and compliant generalist human resources advisory and administration services to both internal and external stakeholders in accordance with relevant legislation, Shire policies, organizational directives and work instructions. This position will be required me to deliver high-quality customer service and build strong working relationships across the organization and positively promote the organization at all times.

- Support the development and implementation of HR initiatives and systemsProvide counselling on policies and procedures.
- Be actively involved in recruitment by preparing job descriptions, posting ads and managing the hiring process
- Create and implement effective onboarding plans.
- Ensure all documents are sourced prior to onboarding new staff, including induction checklists
- Ongoing monitoring of screening and probity checks for all staff
- Rostering of staff to ensure all staff who are allocated to participants are adequately trained to meet the participant needs
- Monitoring training records to ensure all staff have received the mandatory training requirements
- Maintaining staff training records
- Assist in performance management processes.
- Support the management of disciplinary and grievance issues.
- Maintain employee records (attendance, Equal Employment Opportunity (EEO) data etc.) according to policy and legal requirements
- Review employment and working conditions to ensure legal compliance.



### Team Leaders

The role of the Team Leader is to manage services provided to NDIS Disability Support care recipients, carers and families (if consent is Provided) which will support and maintain the care recipient's ability to achieve their goals as outlined in their goal plans and service agreements.

- Develop and maintain local operational and administrative systems and procedures
- Monitor and review case notes and support workers work to ensure documentation and support is provided in line with requirements
- Support team members with incident and complaints reporting
- Manage risks and issues arising in the course of service management
- Conduct service planning (including care plans and service agreements) and initial and ongoing assessment of care recipients, ensuring that appropriate referral pathways are provided to Support Workers and families.
- Assist Support workers to deliver services to care and recipients.
- Provide on-call phone support to Support Worker.
- Assist the program to meet external and internal audit requirements of the funding bodies and the agency.
- Contribute to appraisals for Support workers as required.
- Rostering shifts for the participants and updating the shifts as required in a consistent manner
- Overseeing punch cards on the lookout and ensuring the KM's travelled over 100KM needs to be investigated.
- Monitoring the check-in and check-out location of the support worker.
- Monitoring the participants' funds to ensure they are utilized and allocated to last throughout the plan.
- Assist in advertising and marketing the NDIS Disability Support Program in order to engage new clients.
- Regularly review programs of activities to ensure that they meet the expressed needs of recipients.
- Reports directly to the program manager.
- Does not have the power to delegate task to themselves or other team leaders.