

**Q214**

## **SENIOR MANAGEMENT POSITIONS POLICY**

### **Policy statement**

Within the guidelines established by the governing body, delivery of strategic goals and associated operational management of Enhanced Lifestyles (EL) and Lifestyles Assistance and Accommodation Service (LAAS) is delegated to the Chief Executive Officer supported by other management roles (i.e. People and Culture Manager; Operations Manager).

This policy describes the role, accountabilities and management approach of the senior management positions in Enhanced Lifestyles and Lifestyles Assistance and Accommodation Service.

This document complies with NDIS 2018, standard 2.1 Governance and Operational Management and ACIS 2013, section 2.1 Governance and Operational Management. This document is readily available to all Customers/Clients and employees of Enhanced Lifestyles and Lifestyles Assistance and Accommodation Service including The Boards.

**Policy context:** This policy relates to

Contractual obligations

Customer Service Agreement

**Management positions:** those roles in the organisation with accountability for achieving the strategic goals of the organisation, including legal and contractual obligations and financial viability.

### **Executive Management**

The governing body delegates day-to-day management of the organisation to the Chief Executive Officer. Within guidelines set by the governing body, the Chief Executive Officer has responsibility for management of the organisation, including Executive support to The Board, projects, sector improvement, association membership, business development and operations management.

(Refer to the Organisational Chart for specific details).

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The Chief Executive Officer will ensure the following:

**Financial management:** That Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service:

- has sufficient funds to carry out its core work and contracted obligations
- operates within its allocated resources
- maintains reserves to adequately cover its liabilities
- remains financially solvent and viable over the longer term.

**Activities and services:** That Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service:

- contracts only for activities and projects that are within its identified core aims and strategic directions
- implements work programs that provide effective contribution to the achievement of Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service core aims and objectives.

**Human resource management:** That Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service:

- is able to attract the skilled staff required
- operates within current industrial relations legislation and within the terms of any contracts or agreements with staff
- provides a safe and supportive working environment.

**Asset protection:** That Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service:

- has its assets cared for, well managed and maintained appropriately.

**Communication and advice to the governing body:** That the Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service governing body is provided with:

- accurate information and well-considered advice from staff
- reports on current status of the organisation and its activities
- information on any risk or threat to the organisation and its interests.

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**Legal obligations:** That Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service:

- operates in compliance with the policies and procedures established by the governing body
- acts in compliance with its legal obligations and within the law generally
- does not become liable to legal action as a result of negligence by the Chief Executive Officer or other staff.

**Public profile:** That Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service:

- maintains a positive profile and reputation with stakeholders and in the media
- is respected for its competence and capacity to carry out its role.

The Chief Executive Officer will manage key management and operational issues, according to the direction and policies laid down by the governing body, including:

- Implementation of the strategic plan, including development of, and reporting against the operational plan
- Developing and implementing organisational strategies and making recommendations to the governing body on significant strategic initiatives
- Making recommendations for the appointment of staff, determining terms of appointment, evaluating performance, and developing and maintaining succession plans for positions
- Recruitment, management and supervision of staff, in conjunction with the Managers
- Developing the annual budget and managing day-to-day operations within the budget
- Overseeing financial management of the organisation, including managing expenditures within delegations and budget
- Maintaining an effective risk management framework
- Liaising with stakeholders
- Keeping the governing body and relevant stakeholders and regulators informed about any developments with a material impact on the organisation's performance

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- Managing day-to-day operations in accordance with agreed standards for social, ethical and environmental practices.

#### Documentation

Documents related to this policy	
Related policies	Q212 – Organisation Structure: Responsibilities and Accountabilities
Forms, record keeping or other organisational documents	Organisation Chart Position Descriptions