

## **AGENCY ADMINISTRATION**

### **PROGRAM DESCRIPTION**

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Sandy Bay Child & Family Services is operated administratively by a staff which includes the Executive Director, Operations Supervisor, Executive Assistant, Receptionist, File Clerk/Statistician, Director of Finance, Financial Officers and the Maintenance Clerk. Each position offers a number of administrative tasks to assist the agency in its daily and long-term operational functions.

The Operations Department is primarily responsible for the following areas of administration:

- Administration
- Human Resources
- Finances

#### **ADMINISTRATION**

In administration a number of areas are monitored and operational systems have been developed in each area. In order to facilitate organization of the agency, a number of independent filing systems have been developed including administrative, personnel, child and family services, financial and form filing. Financial filing is divided into two departments to cover the operations and maintenance areas.

A number of forms are available for each department based on the service needs. A majority of the forms are maintained centrally by the receptionist, while the high need forms have been developed into templates for the computer and are available to staff on the shared network drive.

#### **HUMAN RESOURCES**

Human resources are monitored and managed through the Executive Director, Operations Supervisor, CFS Supervisor and CR Supervisor. Administratively, the tasks are managed by the Executive Director and the Operations Supervisor.

An independent filing system has been developed for the personnel filing of each staff member hired by the agency. Files are securely locked daily and are kept by the Operations Supervisor and are only available as per agency policy and procedures. Administrative forms and documents are available and are kept centrally by the receptionist; however, all personnel documentation or computerized letters are kept privately on the system of the Operations Supervisor.

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Recruitment and hiring is completed primarily based on service demands and budget availability. Job postings are circulated in the community and most often, are also distributed to Southern CFS and other related agencies. Hiring is completed by the job interview process. All individuals selected for hire are required to complete a criminal record check (CPIC), child abuse registry check (CAR) and a prior contact check (PCC) and any other applicable forms for that position (i.e. CFSIS setup/commissioner of oaths, etc.). Once employed, new staff are provided with the following:

- Personnel Policy & Procedures Manual,
- Orientation/setup on computer system,
- Orientation session from department supervisor,
- Assigned a mentor, depending on experience with position,
- Evaluated prior to the completion of their six month probationary period.

### **FINANCES**

The operations finance department is managed by the Director of Finance and is responsible for all operations, accounts payable, accounts receivable and payroll administration. The maintenance finance department is managed by the Maintenance Clerk and is responsible for all finances related to children in care maintenance, maintenance accounts payable/receivable, and foster parent payments. All disbursements/payments made for each department are to be authorized by the Executive Director and must be signed off by the Executive Director and/or the Chairperson of the Board of Directors.

Signing authority of cheques is restricted to the Executive Director (primary), Board Chairperson (primary), Operations Supervisor (secondary) and the Director of Finance (secondary). All cheques are to be signed by one primary signer and one secondary signer only. The signing authority for purchase orders is restricted to the Executive Director, Operations Supervisor and the Director of Finance. Purchase order books are held only by the Operations Supervisor and the Director of Finance.

### **CONCLUSION**

The proper management and operation of the agency administration department is integral to the successful function of the agency, as is each department. Each member of the operations team functions for the betterment of the agency as a whole and serves to continually improve the quality of service provided.