



Northwest Manitoba Community Futures Development Corporation

Policies • Guidelines • Procedures

TITLE: GENERAL ADMINISTRATION - GOALS

NO. 301

I. Policy

The general purpose of the administration of the Corporation shall be to co-ordinate and supervise, under the policies of the Board, the creation and operation of an environment in which clients are serviced most effectively. Administrative duties and functions should be appraised in terms of the contributions made to improving product and service. The Board shall rely on the General Manager to provide the professional administrative leadership demanded by such a goal.

The Corporation's administrative organization shall be designed so that the general office will be an integral part of the Corporation guided by Board policies, implemented through the General Manager.

Vision, initiative, efficient resource allocation and wise leadership as well as consideration and concern for staff members, clients, and Board Members are essential for effective administration.

II. Guidelines & Procedures

Major goals of administration of the Corporation shall be:

1. To manage the Corporation's departments, programs and services effectively;
2. To provide professional advice and counsel to the Board;
3. To implement management functions to ensure the best and most effective programs and services.



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TITLE: BOARD/GENERAL MANAGER RELATIONSHIP NO. 302

I. Policy

The Board of Directors believes that the enactment of policies is its most important function, and that the implementation of policies shall be the function of the General Manager. Delegation by the Board of its executive powers to the General Manager to manage, frees the Board to devote its time to policy making, planning and evaluation.

The Board designates the General Manager as Chief Executive Officer for the Board and holds the General Manager responsible for carrying out its policies within established guidelines and for keeping the Board informed about the Corporation's operations and systems management.



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TITLE: ROLE OF THE GENERAL MANAGER NO. 303/511

I. Role

The General Manager is employed by and reports to the Board of Directors and is designated as the Chief Executive Officer of the Board. The Director will confer with the Board, attend meetings of the Board, and exercise general supervision over the organization, employees, property, and services provided under the jurisdiction of the Board.

II. Job Goal

The General Manager is primarily responsible for the Economic Development of the NWMCFDC and will provide leadership in developing, maintaining and monitoring the programs and services, to administer and supervise all activities of the Corporation.

III. Performance Responsibilities

1. Board Operations

- a) Attends all meetings of the Board, community meetings, seminars, workshops or conferences as required or authorized by the Board., except when his/her own appointment, efficiency, contract or salary are being considered and serves as ex-officio member on all Board committees.
- b) Records minutes and maintains full and accurate records of all proceedings of every Board meeting and ensures that the actions and wishes of the Board are communicated appropriately. Attends to all incoming and outgoing correspondence.
- c) Supervises the effective implementation of all Board policies, directives and by-laws.
- d) Observes the highest degree of confidentiality concerning any matter pertaining to the authority of the Board.
- e) Complies with the provisions of the official By-Laws and Policy Manual of the Corporation.
- f) Ensures that required records and reports on behalf of the Corporation are completed on an annual basis.
- g) Represents as directed and assists the Board in all matters of negotiations with such agencies or businesses that the board deems necessary.

2. Programs and Services

- a) Conducts a periodic audit of the programs, related services and advises the Board on recommendation for the advancement of the Corporation.
- b) Formulates objectives, policies, plans, and programs, and prepares (or causes to be prepared) and presents facts and explanations necessary to assist the Board in its duty of adopting policies.
- c) Assists the Board in developing long-range plans to implement Board goals and objectives in accordance with Board policy.

3. Personnel Management

- a) Assists the Board on appointment of all employees of the Board and assigns, transfers and recommends for dismissal any and all employees of the Board.
- b) Maintains directly or through delegation such personnel records, accounting records, business records and other records, which are required by Board Policy and/or By-laws.
- c) Delegates' responsibilities to the administration according to the performance responsibilities found in their job descriptions and co-ordinates and evaluates the performance of the administration in their efforts to carry out Board policy and directives.
- d) Communicates directly all actions of the Board relating to personnel matters to all employees and receives from employees all communications to be made to the Board.

4. Finance and Budget

- a) Directs the preparation of the annual budget for adoption by the Board, and administers the budget as enacted by the Board, acting at all times in accordance with legal requirements and adopted Board policies.
- b) Identifies new sources of funding support that will allow the Board to implement additional programs and services required for clients.



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TITLE: ADMINISTRATION IN THE ABSENCE OF POLICY NO. 304

I. Policy

The Board of Directors recognizes that situations of an urgent nature may arise from time to time for which there may not be policy or sufficient policy to guide the actions of the General Manager.

So as to ensure the continued welfare of the Corporation and its clients, when such situations arise, the Board authorizes the General Manager to make such decisions as are necessary and has developed procedures for the General Manager to follow in such cases where there is an absence of policy.

II. Guidelines & Procedures

The General Manager shall:

1. Consider the matter, and, if possible, to consult with the Chairperson and/or Vice-Chairperson of the Board of Directors.
2. Determine an appropriate course of action and to communicate the decision(s) to those immediately affected.
3. Provide an oral report to the Board Chairperson as soon as possible.
4. Provide an oral or written report to the Board, detailing the circumstances and the determined course of action at the next regularly scheduled meeting of the Board.
5. Recommend appropriate Board Policy to handle future situation or events.



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TITLE: COMPLAINTS

NO. 305

I. Policy

The Board of Director recognizes that complaints about a wide array of issues affecting the Corporation may be received by the General Manager, Board Members or staff. The Board believes that no member of the community shall be denied the right to lodge a complaint or to petition an individual Board Member, but that any complaint received should be referred through the proper administrative channel for solution before action by the Board of Directors.

II. Guidelines

1. Complaints about staff should be directed to the General Manager.
2. Complaints about the General Manager shall be directed to the Board of Directors through the Chairperson of the Board.
3. Complaints about individual Board Members or the Board of Directors shall be directed to the Chairperson of the Board. An individual member of the Board will be provided with an opportunity to appear before the Board to have their concerns heard and considered.
4. Any individual Board Member or the General Manger shall always be provided with the opportunity to respond to a complaint received about their performance or activities. This hearing shall be held in-camera and on a confidential basis.
5. All actions taken by the Board as a result of a complaint shall be approved of at a regular or special meeting of the Board.



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TITLE: COMMUNITY INFORMATION PROGRAM

NO. 306

I. Policy

The Corporation believes that the release of pertinent information regarding its philosophies, goals, policies, and operations is an important vehicle by which its employees and the community may become better informed about the programs and services and the decisions made. The purpose therefore, is to inform, enlighten, and educate with regard to the direction the Corporation is taking and in so doing to increase community awareness and understanding.

II. Guidelines & Procedures

The Board expects the General Manager to institute and maintain effective and appropriate procedures for the prompt dissemination of information through the following activities.

- A. Copies of Board Meeting Minutes will be made available to the Chiefs and Councils, Mayor and Councils.
- B. News releases or newsletters designed to amplify or explain certain items from the minutes which are deemed to be in the community interest, may be issued after meetings of the Board by the General Manager.
- C. All prepared news releases issued to the media from the Corporation shall be approved by the General Manager and Chairperson.
- D. Organize and attend meetings called for the purpose of informing communities about Corporation matters and issues.
- E. Organize an Annual General Meeting within 90 days of the receipt of the financial audit for the previous fiscal year.



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TITLE: CONSULTANTS TO THE BOARD

NO. 307

I. Policy

The Board of Directors believes that the Corporation is a complex organization established to provide high quality programs and services to clients who will live in an ever changing and highly complex society. In order to pursue its mission and also to protect the Board's financial investment, the Board may from time to time engage the services of qualified consultants to provide new insights and ideas for dealing with especially difficult problems and/or to provide special services which present staff are unable to provide.

II. Guidelines & Procedures

The kinds of assistance sought may include, but will not necessarily be limited to:

1. Conducting fact-finding studies, surveys, evaluations, and research;
2. Providing counsel or services requiring specialized expertise; and
3. Assisting the Board in developing policy and program recommendations.

Before engaging any consultant, the Board will require submission of a written proposal which can be incorporated into a contract or purchaser order if it satisfies the wishes of the Board. Proposals will detail:

1. The specific objectives to be accomplished by the consultant;
2. The specific tasks to be performed
3. The procedures to be used in carrying out tasks;
4. The target dated for the completion of tasks;
5. The method to be used to report results to the Board and/or to deliver any "product"; and
6. The total cost of the proposal including fees and projected expenses.

The General Manager will establish procedures necessary to effect an efficient working relationship between the consultant and the Board and/or staff members and to ensure that the consultant keeps in close contact with the General Manager throughout the project.