

TEAM CHARTER

Individual, Family, and Volunteer Engagement



This Team Charter supports members of the Department of Individual, Family, and Volunteer Engagement to work in a cohesive, collegial manner.

Departmental Purpose

Individual, Family, and Volunteer Engagement reports to CLBC's Chief Executive Officer. Staff in the Department champion initiatives to ensure that the voice of adults with developmental disabilities and their families continue to be at the heart of our work. We actively seek opportunities to promote the responsiveness and resilience of CLBC and the community living sector at large.

The Department establishes short and long-term priorities and goals that contribute to CLBC's vision and mission. Central to this is support provided to enable CLBC to achieve quality of life outcomes for those we serve. Staff partner with individuals, families and volunteers, as well as internal and external stakeholders, to identify common goals, create positive change and ensure on-going, two-way communication between CLBC and our stakeholders.

Our activities support an organization-wide commitment to gather information and ideas from key stakeholders and other CLBC engagement mechanisms such as Community Councils, the Advisory Committee to the Board, and CLBC's annual satisfaction survey. Departmental staff assists by synthesizing information from these various sources and providing input on how CLBC can proactively respond.

... engage
... listen
... dialogue
... share
... transform

Guiding Principles

be open minded	outcomes matter
respect individuals and families	be curious
embrace diversity and ambiguity	promote innovation
collaboration, honesty, transparency, and authenticity in all interactions	

Staff Responsibilities

The Department's two teams share a common goal of enhancing quality of life outcomes for adults with developmental disabilities. *include Me!* staff do this by collecting personal outcome data and supporting CLBC and service providers to use this information to support their continuous quality improvement efforts. The Aboriginal, Family Partnership and Self-Advocate Advisors engage in dialogue with their respective stakeholder group, CLBC staff, service providers and the community-at-large. Both teams share information to reinforce and support each other's work. The teams meet quarterly at a team planning day, and liaise with each other as needed as issues emerge.

Major staff responsibilities are outlined below:

Director

- ✓ support Community Councils and the Advisory Committee to fulfill their *Terms of Reference*
- ✓ serve as staff support to the CLBC Board's Quality and Service Committee
- ✓ provide advice to CLBC's senior management team to support effective, values driven practice
- ✓ work with CLBC department heads to carry out projects flowing from key change initiatives

Advisors

- ✓ prepare and submit quarterly reports to the SMT on engagement activities and implications for CLBC
- ✓ identify trends / issues with the potential to impact individuals, families, and volunteers and identify strategies on how best to respond
- ✓ work with CLBC project teams during the design, implementation, and post-implementation phases to ensure appropriate engagement with impacted individuals, families and volunteers
- ✓ engage individuals, families, and volunteers so they can share ideas on how CLBC can respond to their needs and ensure their perspectives are understood and included in organizational decision making
- ✓ liaise and share information with the Director of Communications
- ✓ convene and support groups of provincial field staff to ensure consistent practice
- ✓ conduct and share research on promising practices

include Me! Team

- ✓ support the collection, and use of personal outcome data by CLBC and service providers, for the purpose of continuous quality improvement
- ✓ identify and promote opportunities for CLBC policy and practice to be aligned in ways that support the achievement of quality of life outcomes
- ✓ convene and support service provider learning tables

Joint Responsibilities

- ✓ gather information on the effectiveness and responsiveness of CLBC and the service system
- ✓ convene dialogue opportunities on policy and practice issues that are important to CLBC and individuals, families, and volunteers
- ✓ provide support for staff orientation and training

Key Reporting Accountabilities

Key departmental reporting accountabilities include:

- ✓ issue quarterly status reports on the work of the three Advisors and *include Me!* activities
- ✓ advise the Quality and Service Committee on issues relevant to its mandate
- ✓ issue reports to the CLBC Board of Directors as requested
- ✓ ensure those we engage with understand how the information they share is used by CLBC

Staff

