



# CORPORATE ADMINISTRATION SERVICES

(Chief Administrative Officer)

## 2019 Goals and Objectives

RESOURCES	
Department Head:	Charles Hamilton, Chief Administrative Officer
Current FTEs:	<u>Corporate Administration - 5.5 FTE's</u> Deputy Manager of Corporate Administration Asst. Deputy Corporate Officer Administrative Clerk Communications Coordinator Receptionist (.5)
2019 Operating Budget	See Corresponding Budget Sheets
2019 Capital Budget	See Corresponding Budget Sheets

### MANDATE

The Chief Administrative Officer (CAO) is the Board's chief policy advisor, responsible for providing support to the Board on a range of policy matters. The CAO is also responsible for providing administrative direction to all of the corporation's departments, including direct supervision of the Corporate Administration Department.

The Corporate Administration Department exists to provide quality, responsive and cost-effective service to the public, the Board and other CSR D departments. The Corporate Administration Department is generally responsible for: corporate administration and statutory duties; legal and legislative matters including the Board, In Camera and Committee meeting management; administrative services; human resources; freedom of information and protection of privacy; elections and referenda; bylaw and contract administration; records management; property management; Crown land administration; communications program; and Aboriginal relations and treaty-related matters.

## CORPORATE ADMINISTRATION GOALS FOR 2019

### *General Government*

- ✓ Consult with Electoral Area Directors to determine key priorities and main goals and objectives over the next four years and then -- through the budget and strategic planning processes -- make recommendations on high priority projects for funding and assign a realistic timeline:
- ✓ Oversee and assist with the development and final approval of the Five Year Financial Plan and provide advice and direction on resource allocation decisions and new service requests.
- ✓ Obtain staffing resources to implement an effective efficient departmental succession plan and meet existing work requirements.
- ✓ With the pending retirement of the Economic/Tourism Development Officer in the next 12 months, a review of our current service delivery model should be evaluated. The purpose of the review will be (1) to identify and understand what the CSRD and the community wants and needs are in terms of economic and tourism development; and (2) to look at community needs related to economic and tourism development and make recommendations to the CSRD Board.
- ✓ In partnership with the Splatshin First Nation and the RDNO finalize the governance, operating, and management structure relative to the planning, and development of the rail trail corridor between Sicamous and Armstrong. This initiative involves considerable policy and administrative work.
- ✓ Continue with the “Board on the Road” program. In 2019, it is proposed that the May Board meeting be held in Electoral Area ‘F’.
- ✓ In consultation with the Ministry of Municipal Affairs and Housing and the CSRD, determine the level of support to conduct a Community Needs Assessment relative to future service delivery issues and concerns in Electoral Area ‘F’.
- ✓ Receive the Electoral Area C (South Shuswap) Boundary Analysis Report in February 2019 and determine which of the four options contained in the report that the Board may wish to pursue and then follow-up with the Ministry of Municipal Affairs and Housing on next steps.
- ✓ In partnership with the Secwepemc Governments and other local government signatories, make arrangements for an Annual Meeting as provided for in the recently signed communications protocol.

- ✓ Organize a facilitated Strategic Planning session for the Board in February 2019 (scheduled for February 21-22, 2019).
- ✓ Continue to review and update bylaws, policies and procedures to ensure they are kept current and relevant. All CSRD policies were added to the CSRD website in 2016 for the convenience of Directors, staff and the public.
- ✓ Develop and implement shared service agreement between the CSRD and the Town of Golden for the new core facilities contribution service.
- ✓ Implement final component of meeting management software (eSCRIBE) to provide Directors with secure on-line access to In Camera material.
- ✓ Continue with the implementation of an electronic records management system and associated staff training (Laserfiche).
- ✓ Complete disposal of paper records as needed in accordance with records retention policy.
- ✓ Conduct petition process, referendums or alternative approval processes as required.
- ✓ In conjunction with Finance and Operations Management staff, continue work on development of a capital management strategy and asset management plan.
- ✓ Continue to work with Development Services staff to review bylaw enforcement policies, procedures and staffing levels.

#### ***Electoral Area Services Administration***

- ✓ Develop a communication plan for the introduction of building regulations in Electoral Area C and initiate development of an implementation plan for Electoral Area D in 2020.
- ✓ Determine whether to proceed with the Aquatic Centre Feasibility Study in Electoral Area A/Town of Golden or whether this initiative should be deferred until a future budget year. The Board previously approved access to the feasibility fund to undertake this study, but that approval was subject to the support of Golden Town Council. The Town's support is lukewarm given the many infrastructure challenges that the Town is facing. Moreover, the roof of the Golden and District Arena is due to be replaced and there are insufficient reserve funds on hand to cover the cost. Accordingly, borrowing will be required to pay for the roof replacement.
- ✓ Monitor grant funding announcements under the new federal-provincial infrastructure program and identify candidate projects.

### ***Human Resources***

- ✓ Work with union on changes to the Operations Management Department, with a view to optimize organizational structure, reporting, and accountability.
- ✓ Strengthen the workplace by developing and maintaining collaborative working relationships.
- ✓ Implement elements of OHS Program to comply with WorkSafeBC Regulations.
- ✓ Continue to review organizational structure and staffing issues (recruitment, selection, training, and grievances) as required.
- ✓ Provide ongoing support and resources to management team to facilitate completion of their 2019 work plans.
- ✓ Provide guidance to subordinate staff and evaluate performance.

### ***Communications***

- ✓ Implement the Social Media Policy and initiative development of corporate wide communications program.
- ✓ Refresh the CSRD Website.
- ✓ Continue to assist departments in improving their social media presence as a means to further engage the public.
- ✓ Continue to build relationships with local media to enhance coverage of CSRD initiatives.
- ✓ Continue to encourage and facilitate website use on CSRD services and initiatives.
- ✓ Ensure branding remains consistent and focused on CSRD as a whole and not each department.
- ✓ Conduct social media training for CSRD Directors, staff and volunteers.
- ✓ Produce Annual Report.
- ✓ Enhance Shuswap Emergency Program's communications procedures.
- ✓ Obtain training to assist during emergency activations.

- ✓ Continue to build our audience and enhance the CSRD's presence in both traditional and social media.
- ✓ Create and implement Communications Plans for initiatives such as: Area C Building Inspection, Proposed Area D Building Inspection, Proposed Area C Curbside Recycling.

***Information Technology***

- ✓ *Refer to separate Mandate Form.*