


COBB COUNTY COMMUNITY SERVICES BOARD

Policy # 6008	Management Structure	Leadership
Origination Date: August 27, 2019		
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Reviewed Date:		
Approved: 		
Foster Norman, Executive Director		

POLICY:

It is the policy of the Cobb County Community Services Board that the agency shall be structured in a manner that provides all staff with a clear understanding of the management structure and chain of command. Further, the structure is overseen and developed by the Chief Executive Officer and is continually under review for revisions.

PROCEDURE:

1. The Chief Executive Officer (CEO) is appointed by the governing body to function as the head of the organization, responsible for all programs, operations and personnel.
2. The CEO shall establish a reasonable management structure that is communicated to all staff by means of an organizational chart, and communicated through staff meetings and/or staff email.
3. At a minimum the structure is divided into the Executive Leadership Team, program directors, middle managers and direct level supervisors.
4. The Executive Leadership Team (ELT) shall consist of the CEO, Chief Quality Officer (CQO), Chief Financial Officer (CFO), Human Resources Director, Behavioral Health Crisis Center Director, Chief Clinical Officer (CQO), Director of Intellectual/Developmental Disability Services and the Chief Information Officer (CIO).
5. The ELT shall meet on a regular basis to consider agency issues and to review agency data in order to assess effectiveness and efficiency.
6. All managers and supervisors shall meet on a monthly basis to share relevant and pertinent information, to become familiar with other agency personnel and programs and to ensure an agency wide level of cooperation.
7. Minutes of all ELT and Manager's meetings shall be posted on the agency website to provide access to all staff.
8. The ELT may at any time create short term ad hoc groups to tackle a specific issue, reporting through the Quality Improvement Committee structure.
9. All managers are required to meet with their staff, as a group, at least one time per month. Agendas must be developed with staff having input. Minutes shall be taken and posted for all program staff to view.

10. All upper level and middle managers must conduct one to one individual supervision at least monthly with each staff member. This supervision must be documented utilizing the agency form “Individual Supervision Agenda”. The documentation of the session must be retained by the supervising manager with a copy to the employee.
11. All managers/supervisors are required to utilize the agency form “Individual Quarterly Work Plan” to document the tasks to be achieved for the quarter.
12. The agency shall utilize a matrix model style to work and communicate across agency programs and personnel. When issues arise that impact various programs, those managers and staff are expected to form work groups with other programs to develop solutions for the agency.
13. All managers/supervisors shall use a cooperative approach with community partners and stakeholders in order to improve services and address community wide issues.
14. Except for information that is determined to be confidential by either federal or state law, managers and staff may and must share non confidential information with community partners to enhance those relationships.