

### 3. How Integrated Services Managers Support Councils

Integrated Services Managers are responsible, amongst other things, for:

- Ensuring information on community living services and community options is available and provided to individuals and families through a team of Facilitators and administrative staff
- Overseeing collaborative planning to support access to services for adults with developmental disabilities and their families, and individuals supported through the Personalized Supports Initiative
- Promoting CLBC's values and philosophies at events and functions and through supervision of staff
- Participating as a member of the regional CLBC management team in meeting objectives under CLBC's key change initiatives plan and providing input on policy, procedures and program issues
- Working with community stakeholders to promote systemic change, identify issues and concerns and develop sustainable supports by introducing flexibility, increasing choice and stimulating innovation and creativity

The Integrated Services Manager has primary responsibility for ensuring that Community Council members receive the support they need to effectively carry out the Terms of Reference. The Manager, or his / her designate, will:

- Attend Council meetings and events
- Work with the Council to plan or help implement community events or activities
- Involve CLBC staff and / or resources on Council activities and events that would be enhanced by joint CLBC planning and sponsorship
- Provide, or assist in meeting, Council's administrative requirements and budget planning and monitoring
- Assist in the nomination and appointment process and ensure that all steps are followed and that all requirements are in place
- Support and mentor the Council Chair
- Assist the Council to provide individual members with the support they require to do a good job
- Provide the Council with information about local, regional and provincial initiatives, and in particular those that enhance citizenship and participation and, when appropriate, ask for Council members' ideas on these initiatives

There are a number of other provincial CLBC staff whose job includes supporting Community Councils. For a full description of how these provincial resources can assist your Council, see **Appendix 14**. They include:

- Executive Director of Communications and Stakeholder Relations
- Self-Advocate Advisor
- Community Relations Staff
- Online Content Specialist

A description of best practices that Integrated Services Managers and staff should be aware of and follow in their work to support Councils is found in **Appendix 15**.