

The Organisational Structure diagram shows the staff structure of the organisation. These notes give additional information on management and decision-making within the organisation. A copy is available on the organisation's website for staff use.

**Board of Trustees** Homemaker Southwest is a registered charity and company limited by guarantee. A Board of Trustees is legally responsible for the work of the organisation and its finances. The Board have delegated responsibility for day-to-day management to the Directors who work with the rest of the Management Team.

**Casework Management** All Caseworkers are supervised by the Director of Development/Casework Manager who offer regularly supervision and support. As part of the review process, the Manager will undertake regular, random reviews of case files to ascertain the quality of work, to highlight training needs and ensure good practice procedures are adhered to.

The Director of Development/Caseworker Manager will also regularly review the caseload of each caseworker to ensure that they have a manageable workload and to highlight any spare capacity. They will also identify where cases may be being held open for too long.

**Staff review meetings** All staff have regular review meetings, ideally every 6 weeks and an annual performance review with their line manager. The function and format of these meetings is detailed in the relevant policies of the organisation. The Line Manager will ensure that the member of staff is operating within their level of delegated authority as detailed within the staff member's job description. The Directors have review meetings with the Chair of the Board.

**Staff Meetings** The Directors convene regular staff meetings for all staff to discuss day-to-day work issues including developments, policies etc. Additionally, there will be regular meetings at which caseworking issues are discussed.

**Management Team Meetings** The Management Team meet regularly to share information and to explore policy and procedure issues and strategy. Decisions about day-to-day management can be made at this level. Suggestions about strategic change will be referred to the Board Meeting for discussion and approval by the Board.

**Team Days** The Management Team will organise Team Days to discuss specific issues. These meetings will be held when there are sufficient issues which cannot be dealt with in the normal run of staff meetings.

Date policy approved: January 2018

Date for review: January 2020