



# NORTH END COMMUNITY RENEWAL CORPORATION

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## FINANCE / ADMINISTRATIVE & Human Resource COORDINATION

### ANNUAL WORKPLAN – APRIL 1, 2011- MARCH 31, 2012

**VISION:** The North End of Winnipeg is a safe, healthy vibrant community for individuals to live, work and visit.

**MANDATE:** NECRC's mission is to promote the social, economic and cultural renewal of the north end of Winnipeg. In achieving this mandate, NECRC's role is to facilitate, act as an organizer and coordinator; and to promote increased communication and sharing of information among stakeholders, towards renewal within the north end.

(Building Engagement. "The overall goal of building engagement is to ... build a continuous cycle of people talking with one another, agreeing to work together, creating ideas together, and then working together to ensure that these ideas achieve their intended result" ( Community Conversations, Paul Born, 2008,)

#### **FIVE YEAR GOALS-**

- 1.** Assist the Executive Director of the NERI/NECRC to strengthen administrative systems, communication, project management and reporting, and to improve the capacity of the organization to deliver community-based projects in the North End.
- 2.** Assist the Executive Director of NECRC with Human Resources management for the organization to improve staff data documentation

## North End Revitalization Incorporated (NERI) CORE OPERATIONS

### Finance / Administrative / Human Resource Coordinator

**2011 - 2012 Annual Operations/Work Plan (April 1<sup>st</sup>, 2011 to March 31<sup>st</sup>, 2012)**

**Annual Operational Goals:**

1. Administrative Assistance to the Executive Director & Management;
2. Coordination of Administrative Systems;
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Initiatives	Annual Outputs (Targets)	Partnerships	Strategies	Implementation Tasks	Measurements	Outcomes
<b>1.1 Provide Administrative Assistance to the Executive Director and the Senior Management Team</b>	<ul style="list-style-type: none"> <li>• Monthly Agenda and Minutes Organizational</li> <li>• Team Meetings</li> <li>• Assist the Organization with Reports and Proposals</li> <li>• Assist the Executive Director with Property Management</li> <li>• Supervise the Reception and Front Desk Administration</li> </ul>	<ul style="list-style-type: none"> <li>• Executive Director</li> <li>• Management Team</li> <li>• Property Management Team</li> <li>• Staff</li> </ul>	<ul style="list-style-type: none"> <li>• The provision of administrative and organizational supports to the Executive Director, Management Team, and staff as needed and/or required</li> </ul>	<ul style="list-style-type: none"> <li>• Recording and distribution of NECRC Management Team, Property Management Team, and Staff meeting minutes</li> <li>• Formatting of Board and Executive Committee agenda/meeting minutes as needed and/or required</li> <li>• Development of NECRC Reports as needed and/or required</li> <li>• Development of NECRC Funding Proposals as needed and/or required</li> </ul>	<ul style="list-style-type: none"> <li>• Accurate electronic and hard-copy records of all NECRC organizational files and information</li> </ul>	<ul style="list-style-type: none"> <li>• Management has support to carry out administrative and HR functions with professional assistance.</li> <li>• A timely and uniform system regarding the recording, storage, and distribution of information within the organization (ongoing)</li> </ul>
<b>1.2 Support Coordination and preparation of Board Documentation and planning of Board Meetings</b>	<ul style="list-style-type: none"> <li>• Maintain Board Orientation Manuals and Minutes</li> <li>• Support preparation and distribution of board packages and the organization of meeting ( 9 board meetings per year and executive meetings as needed)</li> <li>• Support organization of the AGM</li> </ul>	<ul style="list-style-type: none"> <li>• Executive Director</li> <li>• Management Team</li> <li>• Board Directors (In a supportive role)</li> </ul>	<ul style="list-style-type: none"> <li>• Maintain an accurate and current Orientation Manual for use by all NECRC Board of Directors and the Management Team</li> <li>• Coordinate preparation and distribution of board packages</li> <li>• Assist in the coordination of board meetings</li> </ul>	<ul style="list-style-type: none"> <li>• Maintain Board Binders and assist in distribution to NECRC Board members that contains relevant information</li> <li>• Ongoing maintenance of the binder to ensure that it is kept current</li> <li>• Board feels supported and oriented when they join</li> <li>• Documentation is available in a timely fashion for board meetings</li> </ul>	<ul style="list-style-type: none"> <li>• A "hard-copy" binder of all relevant NECRC documentation and information is created for all current Board members</li> <li>• All current NECRC Board members have access to relevant organizational information, and are provided with a practical means to store future information for their personal records</li> <li>• The binder is a "living document" for all Board members to update and maintain as future information is distributed and collected (ongoing)</li> </ul>	<ul style="list-style-type: none"> <li>• A uniform system regarding the distribution of relevant NECRC information to the Board of Directors</li> <li>• The NECRC Board Orientation binder is updated annually as the Board composition changes</li> <li>• A "master" NECRC Board Orientation Manual binder is maintained by the Administrative Coordinator</li> </ul>

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<b>2.1 Coordinate and Maintain Documentation Administration</b>	<ul style="list-style-type: none"> <li>• Maintain and communicate policy for central files</li> <li>• Create, vet, communicate and coordinate maintenance of archives</li> <li>• Maintain the Community Organization Administration and Finance Manual</li> </ul>	<ul style="list-style-type: none"> <li>• Executive Director</li> <li>• Management Team</li> <li>• Staff</li> <li>• Receptionist</li> </ul>	<ul style="list-style-type: none"> <li>• Maintain a Central Filing system to organize all NECRC documentation</li> <li>• Create a policy and/or guidelines regarding the archiving of all NECRC records and/or information</li> <li>• Add each new document created to the Admin and Finance Manual and post updates to the document on the website</li> </ul>	<ul style="list-style-type: none"> <li>• The Central Filing System is comprised of the following 7 categories of file; Critical Files, Employee Files, Payroll Files, Operational Files, Financial Files, Miscellaneous Files, and Archived Files</li> <li>• Within the Critical and Financial categories, files are sorted and colour coded according to each of the following 6 departments; CORE Operations, Community Development, Employment Development, Economic Development, Housing Development, and Property Management</li> </ul>	<ul style="list-style-type: none"> <li>• Policy and guidelines are in place and ratified by the Management Team regarding the storage of all NECRC information and records (past and present)</li> <li>• Adequate space has been designated regarding the storage of all NECRC information and records (past and present)</li> <li>• Personnel maintain file, are trained and current on filing procedure and use central files and archives in an ongoing way.</li> </ul>	<ul style="list-style-type: none"> <li>• A uniform and concise system and guidelines regarding the storage and maintenance of all NECRC information and records (past and present)</li> <li>• The NECRC Central Filing system is updated and maintained on an ongoing basis</li> </ul>
<b>2.2 Computer Systems Administration</b>	<ul style="list-style-type: none"> <li>• Maintain inventory and files on computers and software for 25 staff</li> <li>• Be the contact person for staff in computer related problems and arrange for maintenance and upgrading</li> <li>• Coordinate all maintenance</li> </ul>	<ul style="list-style-type: none"> <li>• NECRC Executive Director</li> <li>• NECRC Management Team</li> <li>• NECRC Staff</li> <li>• Steintech Computers</li> </ul>	<ul style="list-style-type: none"> <li>• Coordinate and support computer networking and other inter-office communication systems as necessary</li> </ul>	<ul style="list-style-type: none"> <li>• Recording and maintenance of all NECRC computer information (serial numbers, software licenses, passwords, etc.)</li> <li>• Regular maintenance and/or repair of the NECRC computer system and network in cooperation with Steintech Computers (e-mail accounts, software updates, etc.)</li> </ul>	<ul style="list-style-type: none"> <li>• A current and accurate record of all NECRC computer related information has been developed</li> <li>• The NECRC computer system and network is properly operating and maintained at all times</li> <li>• The modem and routers at 509 are safely and securely housed in a proper and accessible location</li> </ul>	<ul style="list-style-type: none"> <li>• All NECRC computer software is current and legally licensed</li> <li>• The modem and routers at 509 were relocated, and are now safely and securely housed in a proper and accessible location</li> <li>• NECRC changed its e-mail and website host/provider to Steintech Computers from that of Clear Concepts</li> </ul>
<b>2.3 Provide backup financial and accounting support to the Financial Controller</b>	<ul style="list-style-type: none"> <li>• Support Payroll Administration</li> <li>• Backup for writing checks</li> <li>• Create Financial forms and records as required</li> <li>• Supervise the reception in supporting check writing and front desk administration</li> </ul>	<ul style="list-style-type: none"> <li>• Executive Director</li> <li>• Management Team</li> <li>• Finance Controller</li> </ul>	<ul style="list-style-type: none"> <li>• Assist the Finance Controller with the coordination and maintenance of all NECRC revenue and expenditures where appropriate/required</li> <li>• Assist in the development and maintenance of all NECRC finance related forms and/or procedures/policies</li> </ul>	<ul style="list-style-type: none"> <li>• Assist the Finance Controller with the maintenance of NECRC financial records and/or reports as needed and/or required</li> <li>• Assist with NECRC bank deposits as needed and/or required</li> <li>• Creation of a NECRC Administration &amp; Finance Resource Manual that encompasses all relevant forms and/or policies/procedures</li> </ul>	<ul style="list-style-type: none"> <li>• NECRC maintains current and accurate financial records</li> <li>• NECRC financial reports are concise and produced in a timely fashion</li> <li>• NECRC has standardized and uniform financial forms and policies/practices in place</li> <li>• Bank deposits of all NECRC revenue received is conducted in a timely fashion</li> </ul>	<ul style="list-style-type: none"> <li>• Administration &amp; Finance is effective and streamlined.</li> <li>• Financial records are distributed in a timely manner.</li> <li>• Guides and template are available for management and staff</li> </ul>

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				<ul style="list-style-type: none"> <li>• Assist the Finance Controller with payroll of NECRC/NERI and BCMP</li> </ul>		
<b>2.4 Organize Website Development and maintenance</b>	<ul style="list-style-type: none"> <li>• Organize and administer new user friendly framework</li> <li>• Coordinate the creation of Website updates</li> <li>• Coordinate in-house maintenance and administration</li> </ul>	<ul style="list-style-type: none"> <li>• NECRC Executive Director</li> <li>• NECRC Management Team</li> <li>• NECRC Board of Directors</li> <li>• Website Designer Consultant</li> </ul>	<ul style="list-style-type: none"> <li>• Coordinate and support for in house website edits for both NECRC and NERI as necessary</li> </ul>	<ul style="list-style-type: none"> <li>• Regular updates are done on a regular basis</li> <li>• Regular maintenance of NECRC/NERI with assistance from consultants</li> <li>• Organize in-house management of website updates.</li> </ul>	<ul style="list-style-type: none"> <li>• The information contained on the NECRC website is current and accurate</li> </ul>	<ul style="list-style-type: none"> <li>• NECRC made changes to its website with the help of practicum student from Robertson College</li> <li>• All information is kept current to provide community with up to date information on what is happening in the North End.</li> </ul>
<b>3.1 Coordination of Human Resource Management</b>	<ul style="list-style-type: none"> <li>• Maintain Personnel Files for 25 full time salaried staff</li> <li>• Track and support schedule of Annual Personnel Reviews, Vacation etc</li> <li>• Maintain personnel files for 30-60 construction workers depending on contract with Manitoba Housing</li> <li>• Maintain WCB Files</li> </ul>	<ul style="list-style-type: none"> <li>• NECRC Executive Director</li> <li>• NECRC Management Team</li> <li>• Staff</li> <li>• Reception and front desk administration</li> </ul>	<ul style="list-style-type: none"> <li>• Assist Management and Staff in updating and maintaining Personnel Policies and Procedures Manuals</li> <li>• Regular contact with ED and management on WCB files</li> <li>• Track and update management of Personnel Reviews, Vacation time, time sheets etc on a quarterly bases</li> </ul>	<ul style="list-style-type: none"> <li>• Attend all NECRC policy and/or procedure related meetings as needed and/or required</li> <li>• Assist with the drafting and formatting of all NECRC policy and/or procedure related documents</li> </ul>	<ul style="list-style-type: none"> <li>• Human Resource management will be up to date and supported by accurate documentation</li> <li>• Policy updates will be prepared for and approved by the NECRC Board of Directors</li> </ul>	<ul style="list-style-type: none"> <li>• Formalized NECRC policies and procedures documents will ensure standardized and uniform organizational operating practices</li> <li>• Human resource management is effective and timely to ensure staff performance and support</li> </ul>
<b>3.2 Personnel Support and Professional Development</b>	<ul style="list-style-type: none"> <li>• Develop and support NECRC / NERI Human Resources best practice</li> <li>• Annual Professional Development program is approved by Management and made available to staff.</li> </ul>	<ul style="list-style-type: none"> <li>• NECRC Executive Director</li> <li>• NECRC Management Team</li> <li>• NECRC Staff</li> </ul>	<ul style="list-style-type: none"> <li>• Assist the Executive Director and management in maintaining Human Resource management</li> <li>• Calendar of Professional development is made available to staff</li> <li>• Coordinate /support the human resources activities for staff</li> </ul>	<ul style="list-style-type: none"> <li>• Maintain personnel records and job descriptions</li> <li>• Update documentation for performance reviews and create a tracking calendar</li> <li>• Support management development, updating, and maintenance of Personnel policies and procedures</li> </ul>	<ul style="list-style-type: none"> <li>• Maintain accurate records for each staff member</li> <li>• Maintain records for vacation, sick and overtime on all staff</li> <li>• Assist in developing forms and policies that are required by NECRC/NERI</li> <li>• Work with committee to ensure job descriptions are graded accurately</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure that staff submit necessary documentation and get appropriate approval</li> <li>• Personnel Data is kept current</li> <li>• Vacation, sick leave and overtime database for all staff is maintained and current</li> <li>• Provide report to managers</li> </ul>
<b>3.2 Support Safety Committee</b>	<ul style="list-style-type: none"> <li>• Maintain minutes</li> <li>• Stay on top of the legislation</li> <li>• Provide reports to the government</li> </ul>	<ul style="list-style-type: none"> <li>• NECRC Executive Director</li> <li>• CEDA Co-Director</li> <li>• CEDA staff</li> <li>• NECRC staff</li> </ul>	<ul style="list-style-type: none"> <li>• Develop policies to ensure safe workplace</li> </ul>	<ul style="list-style-type: none"> <li>• Meet once a month as committee</li> <li>• Record minutes and distribute</li> <li>• Submit agenda and minutes to Province of Manitoba</li> </ul>	<ul style="list-style-type: none"> <li>• Maintain accurate minutes for all NECRC and CEDA staff</li> <li>• Maintain bulletin board as per legislation</li> </ul>	<ul style="list-style-type: none"> <li>• NECRC maintains 509 building to the safety standards of the province</li> </ul>

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<b>4.1Storefront Improvement Grants</b>	<b>See Economic Development Work Plan</b>					
<b>4.1Support Picnic in the Park</b>	<ul style="list-style-type: none"> <li>• Maintain minutes</li> <li>• Support the co-chairs</li> </ul>	<ul style="list-style-type: none"> <li>• Picnic in the Park Organizing Committee</li> <li>• NECRC Executive Director</li> <li>• NECRC Staff</li> </ul>	<ul style="list-style-type: none"> <li>• Co-Chair Picnic in the Park Organizing Committee as the NECRC representative</li> <li>• Ensure the overall coordination and planning of the event</li> </ul>	<ul style="list-style-type: none"> <li>• Support the Co-Chairs in the recording, and distribution of minutes of the Organizing Committee meetings</li> <li>• Support Sub-Committees</li> <li>• Ensure that adequate event funding, Ensure that all relevant event permits and licenses are obtained, equipment and supplies are booked and/or purchased</li> </ul>	<ul style="list-style-type: none"> <li>• Participants of the Picnic in the Park event are often formally and informally polled with regards to their personal thoughts about the success and merit of the event</li> <li>• Event participation and attendance has continued to increase each year since its inception which in itself speaks to the success and merit of the event within the North End</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure the overall successful with regards to the planning, coordination, and implementation of the Picnic in the Park event</li> </ul>