

# Core Module Manual

## Full Care Lifetime

### DELEGATION OF RESPONSIBILITY POLICY AND PROCEDURE

Delegations of authority are the mechanisms by which Full Care Lifetime enables the staff of Full Care Lifetime to act on behalf of Full Care Lifetime. The purpose of this policy is to establish a framework for delegating authority within Full Care Lifetime, in a manner that facilitates efficiency and effectiveness and increases accountability levels of our staff and volunteers' performances.

Delegations are a crucial element in effective governance and management of Full Care Lifetime and provides formal authority to staff and volunteers to commit the organisation and incur liabilities on behalf of the organisation.

Delegations of authority within Full Care Lifetime are intended to achieve four objectives:

1. To ensure the efficiency and effectiveness of the organisation's administrative processes.
2. To ensure that the appropriate officers have been provided with the level of authority necessary to discharge their responsibilities.
3. To ensure that the most suitable and best-informed individuals exercise delegated authority within the organisation.
4. To ensure internal controls are adequate.

The policy applies to all staff and volunteers of Full Care Lifetime who have delegated authority to act and sign documents on behalf of Full Care Lifetime.

#### POLICY

This policy sets out the circumstances under which the Director may delegate their responsibilities.

The Director is responsible for the management of the organisation and can delegate any of its functions. However, the Director may not delegate its power to adopt the organisation's:

- strategic plan
- business plan
- annual budget

The Director is:

- charged with the duty of promoting the interests and furthering the development
- responsible for the administrative, financial, and other business of Full Care Lifetime
- responsible for exercising general supervision over the staff and volunteers of Full Care Lifetime

The Director may delegate any function, power, or duty conferred or imposed upon them, subject to this policy, to any member of the staff of the organisation.

We are committed to the highest standards of integrity, fairness and ethical conduct; including full compliance with all relevant legal requirements and, in turn, requires that all managers, staff, volunteers and contractors, acting on its behalf, meet those same standards of integrity, fairness and ethical behaviour, including compliance with all legal requirements.

There is no circumstance under which it is acceptable for Full Care Lifetime or any of its staff or contractors to, knowingly and deliberately, not comply with the law, or to act unethically in the course of performing or advancing Full Care Lifetime 's business.

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## PROCEDURE

The overarching delegation policy applies to Full Care Lifetime as a whole. Units within the organisation must align their delegation policies with the central strategy. Delegations are to be exercised in a manner to ensure that delegated staff hold the requisite qualifications and skills.

### Delegations to the Director

- Delegations are attached to the position, not the individual occupying it. Responsibilities are outlined in job description statements, role statements, or statements of responsibility.
- Full Care Lifetime's organizational structure follows a hierarchical approach, with levels of authority flowing through relevant lines of responsibility up to the Director.
- The Director holds a Master in Business Administration (MBA) degree and a Major in Project Management, ensuring the organization is managed by a suitably qualified and experienced professional with clearly defined responsibilities, authority, and accountability.
- Delegates hold formal authority as assigned within the structure, with ultimate oversight from the Director and Board.
- A documented system of delegated responsibility and authority is in place to ensure continuity in the absence of the usual position holder.
- This system is recorded in the Delegation of Authority Register within the CMS, ensuring clear accountability and transparency.
- A delegate who sub-delegates authority remains responsible and accountable for the decision or action taken.
- The Director may modify or terminate delegations, subject to confirmation by the Board at its next meeting.
- A delegation cannot be exercised where a conflict of interest exists or where it results in tangible benefits for the delegate. In such cases, an alternative responsible position must be assigned.
- Permanent changes to delegations require written approval from the Director. Any significant variations must be approved by the Director.
- Informal delegations, where no liability or commitment is incurred on behalf of Full Care Lifetime, do not require written authority.
- Staffing delegations can only be actioned by managers with direct supervisory responsibility over the individual staff member.