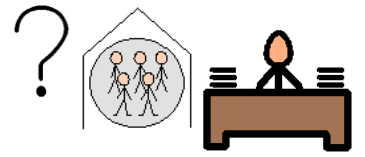


# Who's Who



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***February 2019***

*The Consortium*

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## **Community Lives Consortium**

This document provides information about the staff who work within the services and our central office at Walter Rd. This will enable people we support, relatives, staff and other professional agencies to understand more about all our staff and the jobs that they do.

## **WHO WE ARE**

**The Community Lives Consortium (CLC) provides care and support to people who have a learning disability who wish to live in the local area.**

The Consortium believes that people with learning disabilities:

- ▶ Have a right to a normal pattern of life within the community
- ▶ Have a right to be treated and accepted as individuals
- ▶ Need additional help from the communities in which they live and from professional services if they are to develop their maximum potential as individuals.

The Community Lives Consortium is a non-profit making Charity which works alongside statutory organisations to make community care a practical and affordable reality.

## **WHERE WE ARE**

Community Lives Consortium currently provides support to people living across approximately 120 houses and flats (schemes) in the Swansea, Neath and Port Talbot areas.

Community Lives Consortium operates its central management and administration functions from:

**24, Walter Rd, Swansea, SA1 5NN.**

**Tel 01792 646640, Fax 01792 476436**

Email: [info@communitylives.co.uk](mailto:info@communitylives.co.uk) , Web: [www.communitylives.co.uk](http://www.communitylives.co.uk)

## Operational Staff

### Responsible Individual



**Lynda Rosselli** – is the Responsible Individual for the Consortium. Lynda was a Peripatetic Registered Network Manager and started working for the Consortium in February 1993 as a full time support worker, Lynda remained at this scheme until 2003 as a key worker and then was promoted to a Team Leader. Lynda became a Team Coordinator in 2004 and was part of network 4. In March 2006 Lynda became a Temporary Contract Manager; then became a Peripatetic Contract Manager in June 2007.

### Support Staff

Within each of the schemes there are a number of support staff who provide the day to day support to the tenants.



There is a team of Support Workers, these people spend most of their time working with particular tenants but can move around to help tenants resolve particular problems, get intensive support to develop skills, or organise shared activities.

The Consortium currently employs approximately 600 Support Staff.

### Support Managers

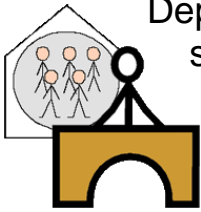
*NB Depending on the amount of tenants or staff support hours at a scheme, The Consortium will recruit a Support Manager to provide the day to day management.*

**Support Managers** have responsibility for the overall management of one scheme. They are also responsible for the support staff and services provided to the tenants within their scheme. Support Managers are line managed by Registered Network Managers.



The Consortium currently employs approximately 60 Support Managers.

## Deputy Network Managers



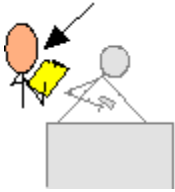
Deputy Network Managers have responsibility for approximately ten schemes. Within each of those schemes there is a Support Manager who is the line manager. The Deputy Network Managers also monitor schemes, provide QCF assessment and support and advise the Support Managers. The Deputy Network Managers is line managed by Registered Network

Managers.

The Consortium Currently employs approximately 7 Deputy Network Managers.

## WORKSHOP TEAM

### Workshop Manager



**Dave Phillips** – has been with the workshop team since 1993, helping to establish the team. Dave became the manager in 2000. Dave is responsible for the maintenance workshop, staff and users and planning the workload.



The team offer maintenance support to all of our schemes including: - decorating, gardening and some maintenance on behalf on housing associations in line with our managing agent agreements.

## Support and Wellbeing Advisors

Support and  
Well Being Advisors

Since February 2003 The Consortium in conjunction with Unison has established the 'Support and Wellbeing Advisory Service. The service is for Consortium staff. Experienced and trained Consortium staff have agreed to take on this voluntary role, and are ready to help staff with any advice, concerns, queries or problems that you don't feel you can address with their line manager or anyone else.



The advisors will themselves be provided with professional supervision as required from an experienced counsellor/supervisor external to the Consortium and will work to a strict code of confidentiality.

The advisors will generally be available between the hours of **9.00 a.m. and 9.00 p.m. seven days a week (apart from bank holidays).**

The current Support and Wellbeing Advisors are:

<b>Michael Connolly:</b> 07816 608552	<b>Sue Cole:</b> 07977 175378
<b>Linda Gigg:</b> 07816 609607	<b>Rhodri Thomas:</b> 07977 175311
	<b>Julie Roberts:</b> 07970 970305

## Union Representatives



**Pat Speakman – Senior Steward** Pat is a Support Worker and also a Union Representative. **Contact Pat on: 07970 969825**



### Unison Reps/Stewards



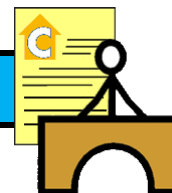
**Taryn Kristel** - 07970 968406

## Director of Operations



**Alice O' Sullivan** - Alice joined the Consortium in July 2002. Alice is a qualified nurse and has extensive experience within mental health, elderly and learning disability sectors. Alice has direct management responsibility for the Registered Network Managers.

## Registered Network Managers



- CLC have a team of 8 Registered Network Managers.
- Each Registered Network Manager has responsibility for a network of houses (schemes). Each network has between 8-10 schemes.
- The Registered Network Managers have line management responsibility for the Deputy Network Managers and Support Managers within their network.



**Marina Burrows** – Marina Burrows is the Temporary Registered Network Manager for Network 1; and has worked for the Consortium since 1997.

**Jonathan Thomas** – Jonathan is a Registered Network Manager. Jonathan has worked for the Consortium since 1992 (with some minor breaks in his contract up to 2001). Jonathan started as a casual worker and became a Team Co-ordinator in 2004. Jonathan became Contract Manager in April 2010 and covers Network 2.



**Gill Nichols** – Gill is a Registered Network Manager and has worked for the Consortium since 1991. Gill started as a Support Worker in the Pontardawe area and became a Team Leader. She was appointed a temporary Contract Manager in September 2004 and was confirmed as a permanent Contract Manager in March 2006 and covers Network 3.

**Julie Thomas** – Julie is a Registered Network Manager. Julie has worked for the Consortium since 1995. Julie started as a part time support worker becoming a Senior Team leader in 2001. Julie became a Contract manager in October 2003 and covers Network 4.





**Michael Connolly** – Michael is a Registered Network Manager and was previously employed by the Consortium as a Support Worker in 1998; he then worked as a Contract Manager for the Consortium between 2006 - 2012. Michael comes from a teaching background. Michael had also worked in the Private Sector at a College for autistic students. Michael re-joined the Consortium in 2013 as a Contract Manager and is responsible

for Network 5.

**Lynne Stainsby** – Lynne is a Registered Network Manager. Lynne has worked for the Consortium since 1993. Lynne started as a Teamleader and became a Support Manager in 1998. She became a Contract Manager and covers Network 6.



**Catherine Williams** – Catherine is a Registered Network Manager. Catherine has worked for the Consortium since 1991 and has worked as a 24hr support worker, an Acting Team leader, a Team leader and Team Coordinator for Network 7 until she became a Contract Manager in 2014.



**Diane Jones** - Diane is a qualified nurse and has been working for the Consortium since February 1994. Diane was previously the Senior Teamleader for two schemes before becoming a Support Manager in November 1999.



Diane is responsible for developing respite services for people who challenge the services they receive. The manager will be responsible for developing Clinical Support Workers and involved in designing and delivering training programmes. Diane is responsible for Network 8.

**Amanda Nicholas** – Amanda is our **Assistive Technology Coordinator**. Amanda joined the Consortium in September 1999 and worked as a Housing Support Coordinator until October 2015.



## Deputy Chief Executive



**Christine Brian** – Christine has worked for the Consortium since 1998, she is the Deputy Chief Executive and as such has responsibility for the support services and operational management structure of CLC. Christine facilitates the staff forum with Wendy Evans on a quarterly basis, which gives her the opportunity to meet our front line staff.

## Central Support Services and Management

### Health & Safety and Administration Manager

**Debbie Chegwen** - Debbie has been here since August 2002, and is the **Health & Safety and Administration Manager**. Debbie is responsible for overseeing the administration team and allocating day to day work, plus updating and reviewing the Consortium Website, organising meetings such as the AGM and taking minutes. Debbie is also responsible for the Health & Safety aspects of the Consortium, and ensuring that the Consortium is a safe working environment by following H&S Legislation, and implementing changes to Legislation, Policies and Procedures.



## Administration Team



**Jane Devoy – Administration Officer** - Jane joined the Administration Team in April 2005. Jane is responsible for various administration tasks plus providing additional general secretarial/ administration for the staff at Walter Road office. Jane is also responsible for producing and distributing the **START** Newsletter - **Staff, Tenants and Relatives Together**.

**Anne Gosby – Receptionist/Administrator** – Anne joined the Administration Team in May 2009. Anne has a wide experience of working in Administration and is responsible for assisting the admin team in their various tasks.







**Julie Roberts – Receptionist/Administrator** – joined CLC on the 1<sup>st</sup> February 2012. Julie joined the Administration Team in November 2017. Julie covers reception part time and is the first point of contact for Community Lives Consortium, meeting and greeting visitors, staff etc. Julie also provides Admin support for various departments.

**Kim Musk – Temporary Receptionist/Administrator** – joined CLC in November 2018. Kim covers reception part time and is the first point of contact for Community Lives Consortium, meeting and greeting visitors, staff etc. Kim also provides Admin support for various departments.



## Staff Development Department (Training)

### The Staff Development Department

**Aims :-** to enable staff to gain the knowledge, skills and attitudes to perform their role effectively and enable staff to gain relevant qualifications.

**Summary of work :-** assessing the learning and development needs of the staff, by liaising with their managers. Organising learning and development opportunities for staff (e.g. courses, workshops, library,). Ensuring that the organisation and staff are kept up to date with new developments in social care and learning disabilities.

**Customers :-** all the staff who work for CLC, the management committee. We do also provide some training opportunities for tenants and their relatives. We have also provided some training opportunities to staff from other service providers (e.g. Social Services)

## Staff Development Manager

**Helen Waters** – has worked for the Consortium since 1995, she is the Staff Development Manager and is responsible for organising all aspects of training and development for staff.



**Caroline Firth – Staff Development Coordinator** - Caroline has worked for the Consortium since 1996, her main role is co-ordinating training events within the organisation and making sure all staff know about the training opportunities we provide.

**Sue Cole** – is the **Vocational Qualifications Co-ordinator**. Sue has worked for The Consortium since 1994 as a Teamleader and Senior Teamleader. Sue provides advice and support for all staff working towards QCF and Assessors Awards. Sue is also a Fair Treatment Advisor.



**Rosanna Graham – ICT Learning Support Officer** - Rosanna joined the Consortium Administration Team in October 2003. Rosanna previously worked at Carmarthenshire County Council Social Care for 2 years. Rosanna now works in the Staff Development Team and is responsible for investigating, developing and supporting the implementation of ICT applications e.g. Roster software, on-line learning. She also delivers training on these applications and on other ICT skills. She also takes a lead on sustainability issues within CLC.

**Paul Gardner** – Training Officer – Paul joined the Consortium in xxxx. Paul’s main role is providing Training to all Consortium staff and managers.



**Glenn Greenacre** – Glenn is a Clinical Co-ordinator and first started working in the field of learning disability and brain injury in 1988 before joining the Consortium as a Team leader in 1992. Glenn joined the Psychology Support Service in 1994. Glenn is temporarily based in the Training Department.



## TENANT SERVICES

**The role of Tenant Services department is to manage the Consortium ‘Appointeeship’, Receivership or short order for the Court of Protection and claims to Housing Benefit and other benefit agencies.**

**The services that the Tenant Services Department provides to individual tenants are agreed through the Individual Planning Process.**



## Tenant Services Manager



**Del Rees** – is the **Tenant Services Manager** and as such has responsibility for overseeing the department. Del previously managed a residential home for 11 years, before joining the Consortium in Jan 2002.

**Tina Watson** – Tina started with the Consortium as a support worker in 1994 and became a receptionist in July 2002. Tina started working as a Tenant Services Officer in 2004 and deals with tenant's benefits.



**Rhys Jones** – Rhys joined the Tenant Services Department in February 2010 as Tenant Services Officer. Rhys previously worked at Swansea Job Centre for 18 months as a financial assessor. Rhys is responsible for claiming all relevant benefits and managing bank accounts for individual service users.

**Tony Thomas** – Tony joined the Tenant Services Department in December 2015 as a Tenant Services Officer. Tony previously worked within the Prison Service teaching Maths, at T2 Business Solutions teaching English and Maths and at Hafal as a Criminal Justice Officer



**Ian Stephens** – Ian joined the Tenant Services Department in February 2018 as a Tenant Services Officer. Ian deals with tenant's benefits.

## HUMAN RESOURCE DEPARTMENT



### Human Resource Manager



**Joanne Davies** – joined the company as Human Resource Manager in August 2011. She has 7 years previous experience working within the social care sector and is a fully qualified Graduate Member of the Chartered Institute of Personnel and Development. The HR Department provides an effective advisory, supportive and administrative service to all employees within the organisation. Joanne is responsible for all aspects of Consortium HR work and is continuously seeking to improve the terms and conditions for Consortium staff.

**Sandra Jones** – Sandra is the **Human Resource Co-ordinator** within the team. Sandra joined the Consortium in May 2001 and has a professional background in human resources and is a member of the Chartered Institute of Personnel and Development. Sandra's duties include recruitment, sickness review procedures, pensions, administration, disciplinary matters and deputising for Joanne in her absence.



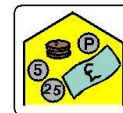
**Debra Selby – Human Resource Assistant.** Debra joined CLC in June 2006 and works as a Human Resource Assistant. Debra is responsible for human resource administration tasks such as; all paperwork for new staff, appointment letters, references, issuing contracts and maintaining the employee database. Debra has also achieved CIPD Level 3 Foundation Certificate in Human Resources Practice.

### COMPLAINTS and Safeguarding Investigator



**Huw Griffiths – Complaints & Safeguarding Officer.** Huw joined CLC in 2018 as a Complaints & Safeguarding Investigator, Huw's background has been with the Police Force.

## BUSINESS, FINANCE & PAYROLL DEPARTMENT



The aim of the Business, Finance & Payroll Dept' is to provide the best possible service to Tenants, Relatives, Local Authority and Consortium staff. One of the objectives is to work closely with our Tenants Services Department to ensure that tenants under our appointeeship receive money due to them without unnecessary delay.

Another objective is to ensure the continued financial viability of the organisation is maintained, this is made possible in conjunction with our external auditors and bank. We also arrange the transfer of money to accounts held by each scheme for their use in running the service. Where we work with external receivers and appointees we will invoice them for the charges tenants pay for the services we provide.

The Business, Finance & Payroll Department also covers the following areas of work:  
*Transport* - To work with staff, tenants, relatives, social services, suppliers to provide a safe and cost effective fleet of vehicles ensuring that tenants with mobility or transport needs, are fulfilled.

*Information Technology* - To maintain the central network of computers, to satisfy the companies information needs. Stay informed and make recommendations about new technology and how it might be used both at our central office and within Consortium schemes.

*Insurance* - To ensure that all possible risks are covered by the appropriate insurance and limit the possible expense to the company or tenants in the event of a loss.

*Telecommunications* - To ensure that both mobile and static communications are maintained and that the people who require them have the necessary equipment to do so.

*Other areas of Responsibility include:*

Office building infrastructure, Utilities such as Gas, Electric, Water, TV licences, Rates etc.

## BUSINESS & FINANCE DIRECTOR

**Stephen Harrison** – has worked for the Consortium since August 2000, he is the **Business & Finance Director**. The Department has responsibility to support tenants, relatives, staff and other agencies in all aspects of Consortium Business and Finance matters. These would typically include financial and budgetary control, facilities management, transport functions and communications systems. Stephen has overall responsibility for the staff working within the Business, Finance and Payroll department, and strategic development of the department. Stephen is also responsible for the overall IT Infrastructure for the organisation



## BUSINESS & FINANCE MANAGER



**Mandy Hopkins** – Mandy joined the Consortium in December 2000 as a Finance Assistant. Her current role is **Business & Finance Manager**, which includes the management of work for all staff within the department and their supervision. Mandy works closely with Stephen in the day to day running of all department functions to ensure the highest level of service is delivered and in some cases will deputise for him.

**Jason Bromham** - Jason joined us as **Business & Finance Administrator** in June 11. He is responsible for the day to day running of our Activity Centre and general administration within the department such petty cash, bank account and mandate applications and general data entry into our accounting systems. Jason previously attended the Cad Centre where he achieved a number of Administrative skills and qualifications.



**Maruf Ali** - Maruf joined us as **Business & Finance Officer** in September 11. He is responsible for the day to day function of our Purchase Ledger system and payments to external organisations. He is also responsible for the administration and reconciliation of all scheme bank accounts and provides payroll and PAYE services for external clients. Maruf previously worked as a Community Lead Engagement Officer at Swansea Bay REC and as a Finance Officer with Swansea NHS Trust.

## PAYROLL DEPARTMENT

**Gaynor Bujega** - Gaynor joined the Consortium in October 2002 as a Payroll/Personnel Assistant. Gaynor is now **Payroll Co-ordinator** as of June 2006, her duties in Payroll include dealing with pay queries, inputting data from timesheets, sickness benefits and maternity.



**Josephine Marvelley** – Jo started with the Consortium in October 2012 as a **Payroll Officer**. Jo previously worked for 22 years with Alberto Culver within their Payroll Department.

## IT Co-ordinator



**Ben Calder** – Ben started with the Consortium in March 2004, he previously worked providing support to a network of schools across NPT and Swansea. Ben is responsible for IT support, and maintenance.

**Sarah Thomas** – Sarah started with the Consortium in February 2003 as a Support Worker. Sarah is now full time IT Support Assistant. Sarah assists Ben with IT support.



## Tenant Participation Officer



**Julie Davies** – Julie has worked for the Consortium since 1998, she has considerable experience as an advocate, having spent 10 years voluntarily advocating for different client groups. During Julie’s time with the Consortium she has worked as a support worker and deputy teamleader. Over the last few years Julie has taken a lead role both in the implementation and training of staff in inclusive communication. Julie is responsible for co-ordinating Person Centred Planning in the organisation. Julie will be working alongside the Tenants Group and Tenant Lives Group supporting their work. Julie is also keen to find out the things that are important to tenants, supporting them and their supporters to have their say.



## Chief Executive






**Rick Wilson** – is the Chief Executive of CLC. Rick started with the Consortium in 1995; he has overall responsibility for services provided by The Consortium and overall management responsibility.



## CLC Management Committee

The Management Committee have a responsibility to oversee the management of the Community Lives Consortium.

Members of the committee have delegated schemes which they visit every year. This is an opportunity for them to discuss with tenants and staff any concerns or problems they are facing and how the committee might be able to help.

<p><b>Stuart Harper - Chair</b> - Committee Member since August 2011 and elected Vice Chair in 2013 and elected as Chair in 2018.</p>	
<p><b>Nicola Roberts – Vice Chair</b> Committee Member since October 2004 – Nicola represents People we support.</p> <p>Nicola has been a tenant supported by the Consortium since 1989. Nicola was a founder member of the Consortium Tenant Participation Group.</p>	
<p><b>Cliff Alden –</b> Committee Member since October 2007.</p> <p>Cliff represents the Tenant’s relatives.</p>	
<p><b>Christopher Edwards –</b> Committee Member since October 2004. Christopher represents People we support.</p> <p>Chris has been a tenant supported by the Consortium since 1995. Chris was a founder member of the Consortium Tenant Participation Group.</p>	
<p><b>Pat Speakman –</b> Committee Member since 2012</p> <p>Pat is a Support Co-ordinator for CLC and started with the Consortium in 2004. Pat is also a Senior UNISON Steward.</p>	
<p><b>Paul Shuttleworth -</b> Committee Member since March 2017</p> <p>Paul’s background is that he qualified as a solicitor in 1999 and have specialised in Employment Law and HR for 10 years+. Paul also lectures part time at UWTSD on the CIPD course for HR professionals.</p>	