

BRA Cluster Representative Responsibilities

Overview:

The responsibilities of the Broadmead Resident Association (BRA) Cluster Representative have changed over time. In the beginning this role was an active participant of the BRA board, involved in discussion and decision making. With 20 Cluster Representatives this would create an unwieldy and ineffective body. Currently the BRA Executive Committee provides the active leadership for the BRA and the Cluster Representatives, who are still considered members of the BRA Board of Directors, are only asked to vote yes or no on major decisions. Cluster Representatives still provide input on the concerns of their clusters at BRA Board meetings.

In Addition, in the past, there were several activities that took place within a cluster that were managed by Cluster Representatives. Much of this has been replaced by pendants, pull cords, emergency messaging systems, and the like.

At this point, the Cluster Representative role is primarily connected with communications. Communications within the cluster itself, and between the cluster, Broadmead, Inc. and the BRA. However, as a Cluster Representative, you have the ability to do a lot of good in your little neighborhood. You can look for many ways to make your cluster and Broadmead a better place.

Resources to Assist The Representative:

People:

- Someone had this job before you in the cluster. They can help you with advice.
- The Cluster Coordinator is available to assist you. There are also 19 other people doing the same job, they are sure to have ideas.
- Broadmead, Inc. has people managing the work done at Broadmead. If you have a question about how Maintenance does something, ask them. Pay them a visit.
- The BRA has standing committees for Healthcare, Building and Grounds, Food Service, Finance, and The Barn Sale. These committees are happy to provide information.

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Documentation:

- Broadmead, Inc. Resident Handbook
- BRA Organizational Listing (Pink Sheet)
- This Week at Broadmead -TWAB (Yellow Sheet)
- Broadmead Residents' Guide to Health Services
- Broadmead Resident & Team Member Directory

Online:

- Broadmead Connect (Icon) formerly Caremerge has a lot of valuable information. If you don't have an account and login, see the Wellness Center, and get one and some training. You will find the BRA By-Laws out there.
- The BRA Website has much useful information.

Teamwork:

Remember that you work with and for your cluster. In order to determine the best way to do your job do not hesitate to ask your cluster how best you can help them. The question of cluster meetings, how many, when and where should be set to meet the needs of your cluster. This may be different from another cluster. If you have an Alternate Representative, work closely together so you both know what is going on and do not hesitate to share the work. Work with the Cluster Hospitality Chair so that you coordinate your activities. Consider sharing cluster meetings/hospitality events. These naturally blend into one another.

Work with other Cluster Representatives. You all have similar issues.

Responsibilities:

- Understand that you serve a 1-year term for the fiscal year July through July.
- Know the people in your cluster. Understand their issues and concerns. Make sure they know that you are their Cluster Representative and that they can communicate their concerns about Broadmead to you.

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- Understand that we all may have different contracts. The old A, new A and C contracts have different pricing and different service levels. Send any resident that has issues with understanding their contract to talk to the Broadmead Finance Department. Don't assume that the service you receive is the service for which they have contracted.
- Hold cluster meetings for the residents to discuss issues that they have. These may be problems or ideas for improvement. Meetings should be held to satisfy the needs and desires of the residents. Meetings can be at regular intervals: monthly, bi-monthly, quarterly, or as needed. Plan them in advance so everyone has a chance to get them on their calendars.
- You will need to hold a cluster meeting in May to choose the cluster representation for the following fiscal year.
- Learn to distinguish between one resident's issue and systemic issues. One resident's issue can often be resolved easily. A problem reported by multiple residents is probably systemic and may be a lot harder to solve.
- You are required to attend the bi-monthly BRA Board Meeting. You are best to go in person rather than zoom in. Sit up front with the other Cluster Representatives and sign in. If you cannot attend your Alternate should represent the cluster or ask someone else to go for you. Be a representative for your cluster not yourself. When the Cluster Representatives are asked for issues, you should only present systemic problems especially ones that you think might also impact other clusters. You may need to be able to vote to represent your cluster's views. This is often for a request to start a new activity.
- Communications is a main part of our job and Broadmead and the BRA are committed to providing clear, timely communications in a paper-free environment. Email is one of our tools used to communicate. Ensure that any resident with an email has their information correctly updated in the Broadmead Resident & Team Member Directory. The Wellness Center, wellness@broadmead.org, manages this Directory. Communications do not happen if someone is not plugged in. Ensure that any resident with an email that wants to receive meeting information from the BRA, is enrolled in the BRA Business email list. To join this list, send an email to joen1234@comcast.net. Explain the value of the bm-resident email

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group. It allows residents to communicate freely with the Broadmead resident community. However, make sure residents understand the rules and that they will be policed. To join this list, send an email to brabroadmead@gmail.com.

- You will need to assist the Cluster Coordinator with ensuring that BRA documentation can be correctly provided to all residents with no email. You do this by letting the Cluster Coordinator know of any unit within your cluster that has no email registered in the Broadmead Resident Directory and where the residents want to receive BRA documentation.
- Realize that you participate in problem solving. For the individual resident, you should teach them how to solve their problem. Point them in the right direction. The department they should be contacting. The best way to contact the department. The resources that are available to the resident. For problems that affect multiple residents, try, and fix them yourself. Work at the lowest organizational level first. If you are not getting traction, then work up the line. Report systemic problems at the BRA Board Meeting with the solution if you have fixed them. Other clusters may be having this same problem.
- Some helpful hints for problem solving. Housekeeping is in charge of the trash rooms, but Maintenance empties the garden waste. Housekeeping is in charge of the laundry rooms, but Maintenance repairs the washer and dryer. Call maintenance for IT, TV, and phone issues even though Business Services may be supporting them. Maintenance also manages the landscaping, and any appliances installed in your unit.
- Helping new residents is an important part of your job. Getting acclimatized to Broadmead usually takes about 6 months. New residents will have many things they do not know how to do and helping them learn how to live successfully and happily here is a wonderful part of the job. Try and contact them before they move in. Join with your Hospitality Chair to introduce them to the rest of the cluster.