Roles and Responsibilities

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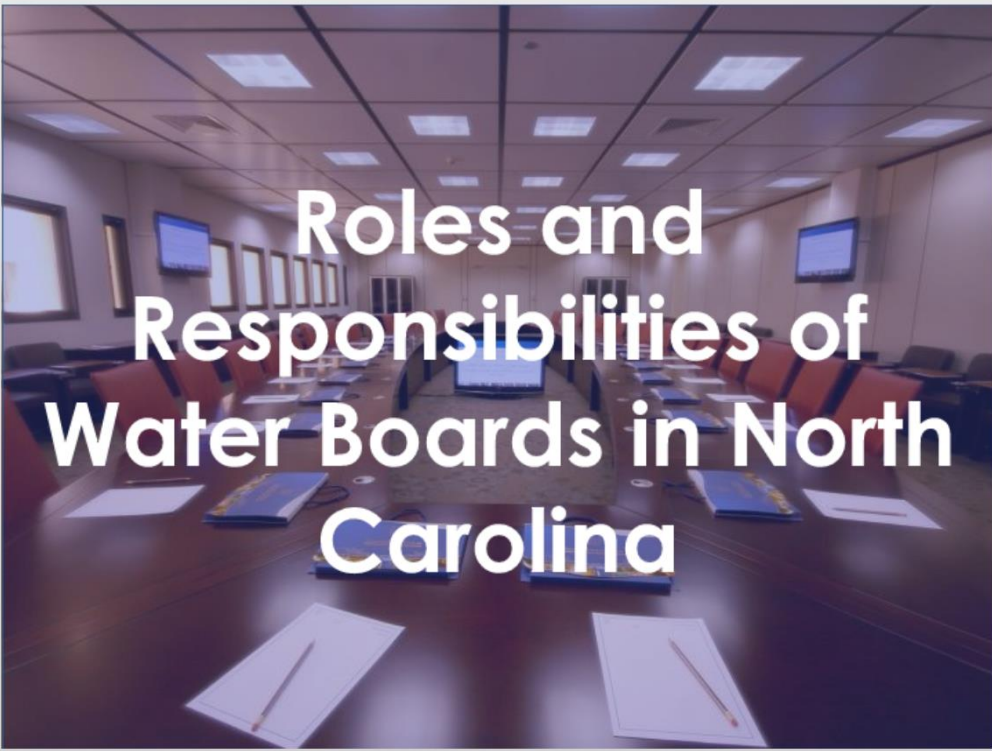# Interactive E-learning Module for Elected Officials and Board Members

http://go.unc.edu/Wo57D

Difference Between Staff and Board Roles and Responsibilities

Difference Between Board and Staff Roles and Responsibilities

Board Responsibility ——————————————→ Staff Responsibility

Strategic	Quality	Resources	Administrative	Standard Operating Procedures	Rules

Difference Between Board and Staff Roles and Responsibilities

Board Responsibility ⟶ Staff Responsibility

Strategic	Quality	Resources	Administrative	Standard Operating Procedures	Rules
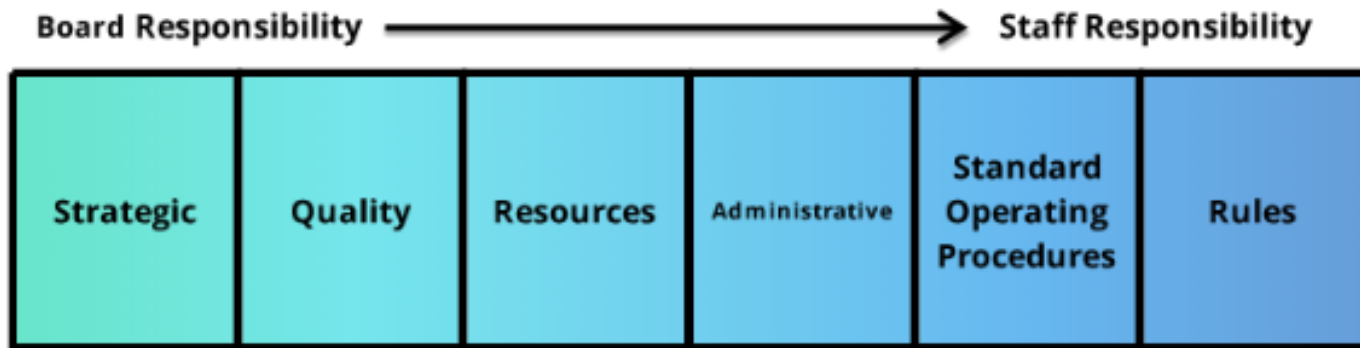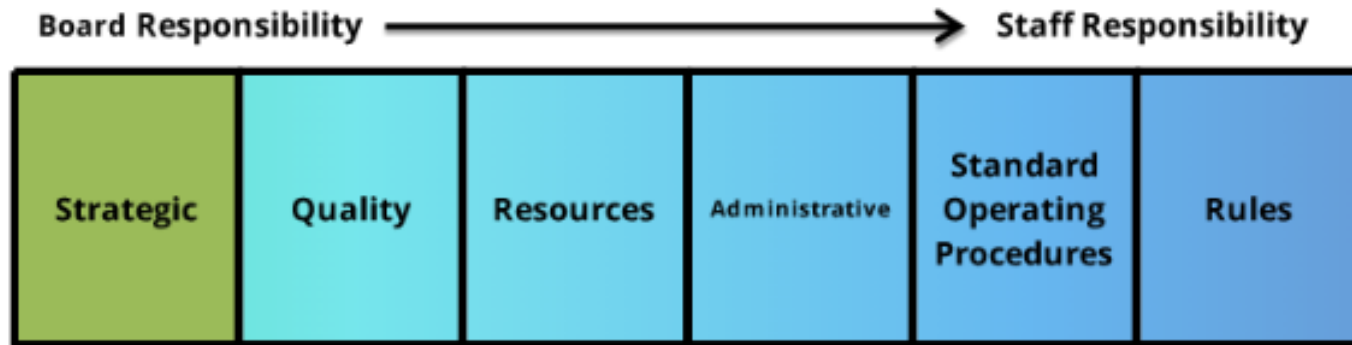
Decisions affecting long-term priorities such as mission, institutional direction, values, priorities, and principles.

Difference Between Board and Staff Roles and Responsibilities

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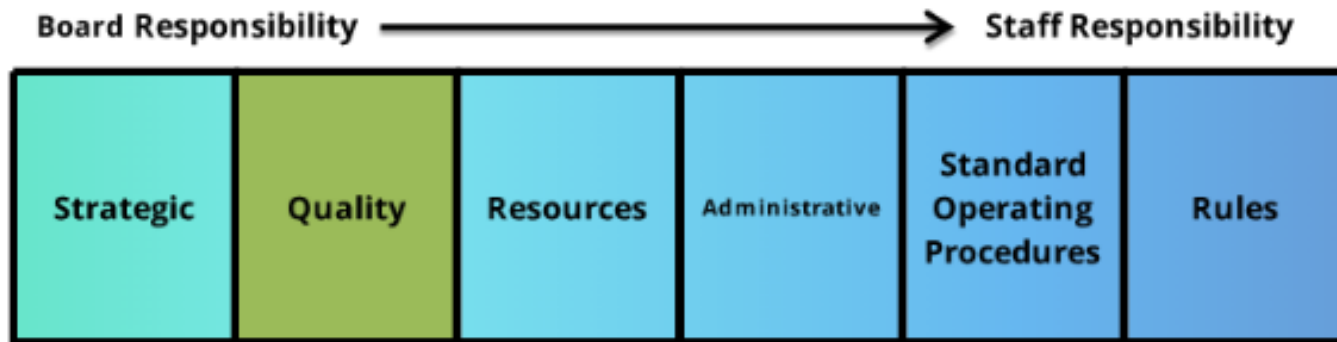
Decisions affecting who are the organization's primary clientele, types of services, delivery systems that focus on the relationship of programs and departments to overall mission

Difference Between Board and Staff Roles and Responsibilities

Board Responsibility $\longrightarrow$ Staff Responsibility

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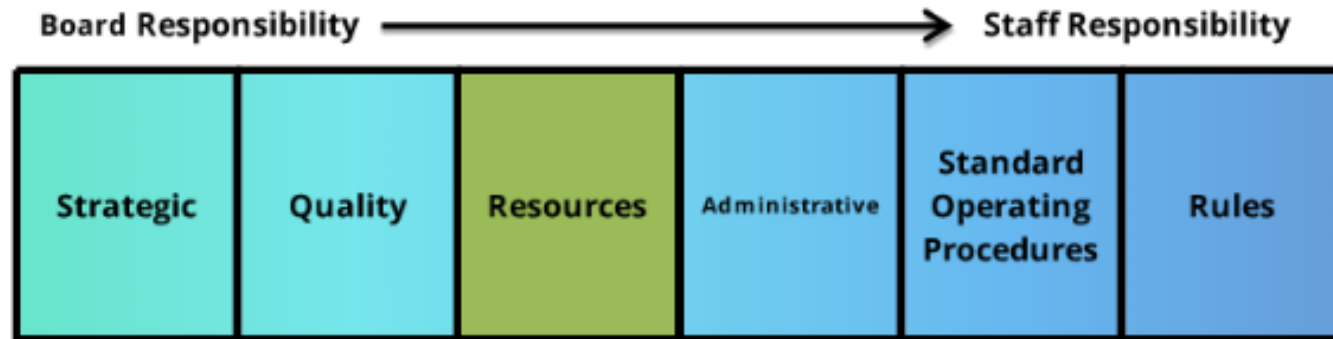
Decisions affecting planning, budgeting, financing, marketing, and personnel. Budget approval process, setting rates and fees

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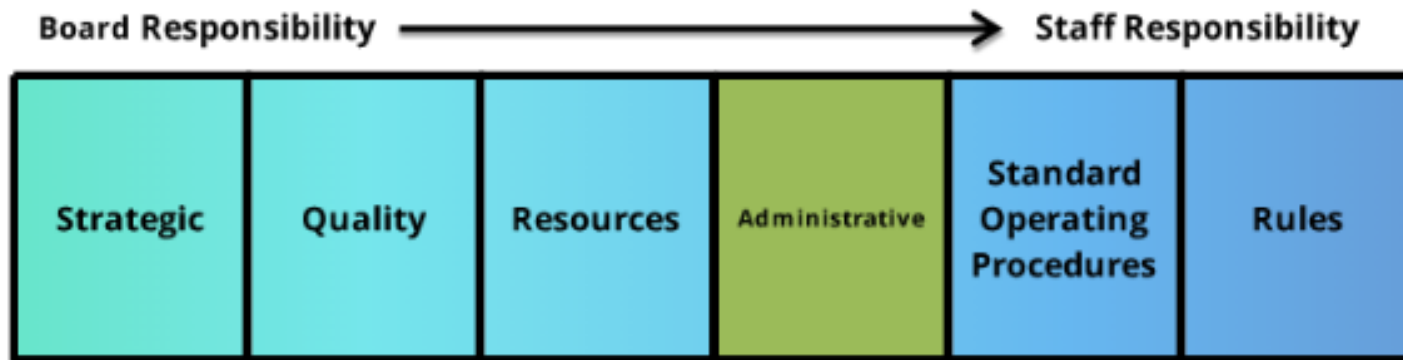
Decisions about day to day practices, participation in community activities, selection of contractors, inter-local agreements

Difference Between Board and Staff Roles and Responsibilities

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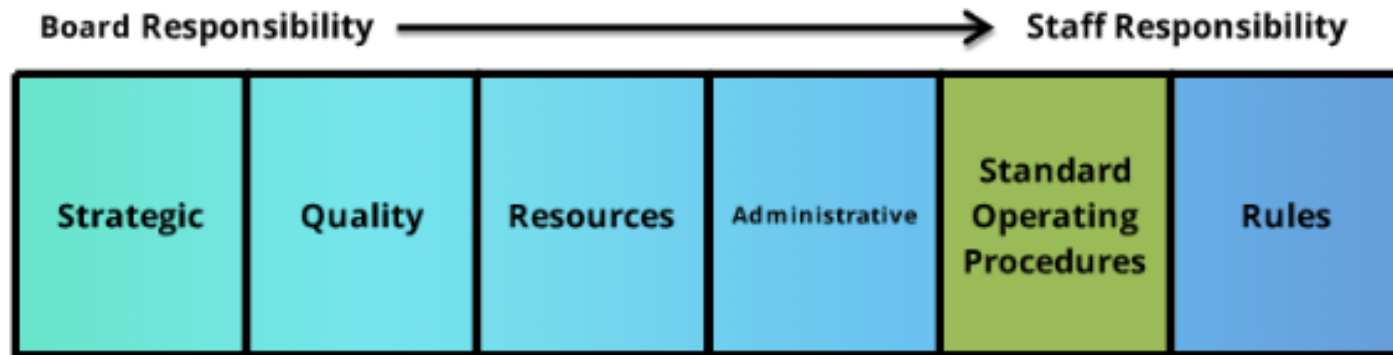
Decisions affecting procedures used to handle routine transactions and normal form, process, method, and application of policies

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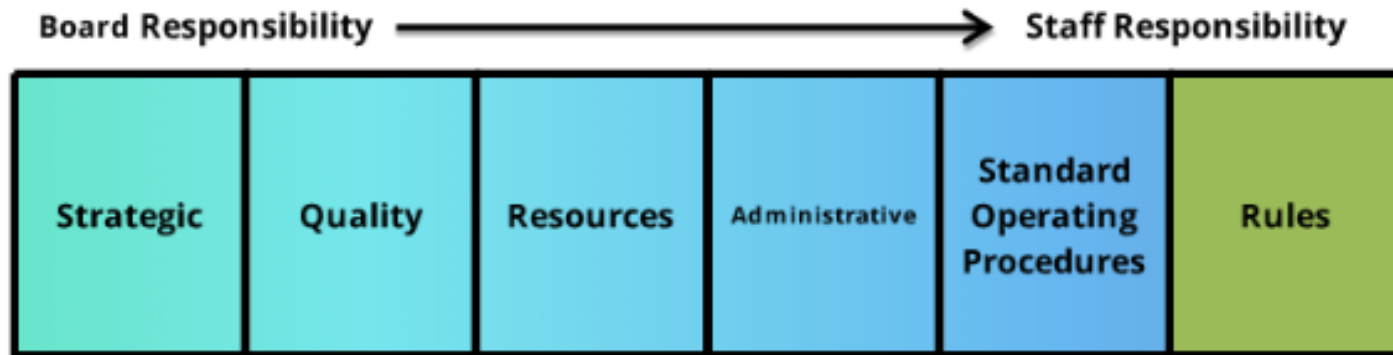
Decisions and regulations that guide or prescribe everyday conduct (parking, smoking areas, dress, etc.)

Group Exercise

Water Supply

1

Setting goals for water supply that balance community growth with fiscal responsibility and water supply availability.

2

Supplying information about options for meeting water supply

3

Evaluating options for meeting water supply, including regionalization

Board Responsibility ⟶ **Staff Responsibility**

Our Recommendation

Water Supply

Board Responsibility → Staff Responsibility

Setting goals for water supply that balance community growth with fiscal responsibility and water supply availability.	Evaluating options for meeting water supply, including regionalization	Supplying information about options for meeting water supply
1	**3**	**2**
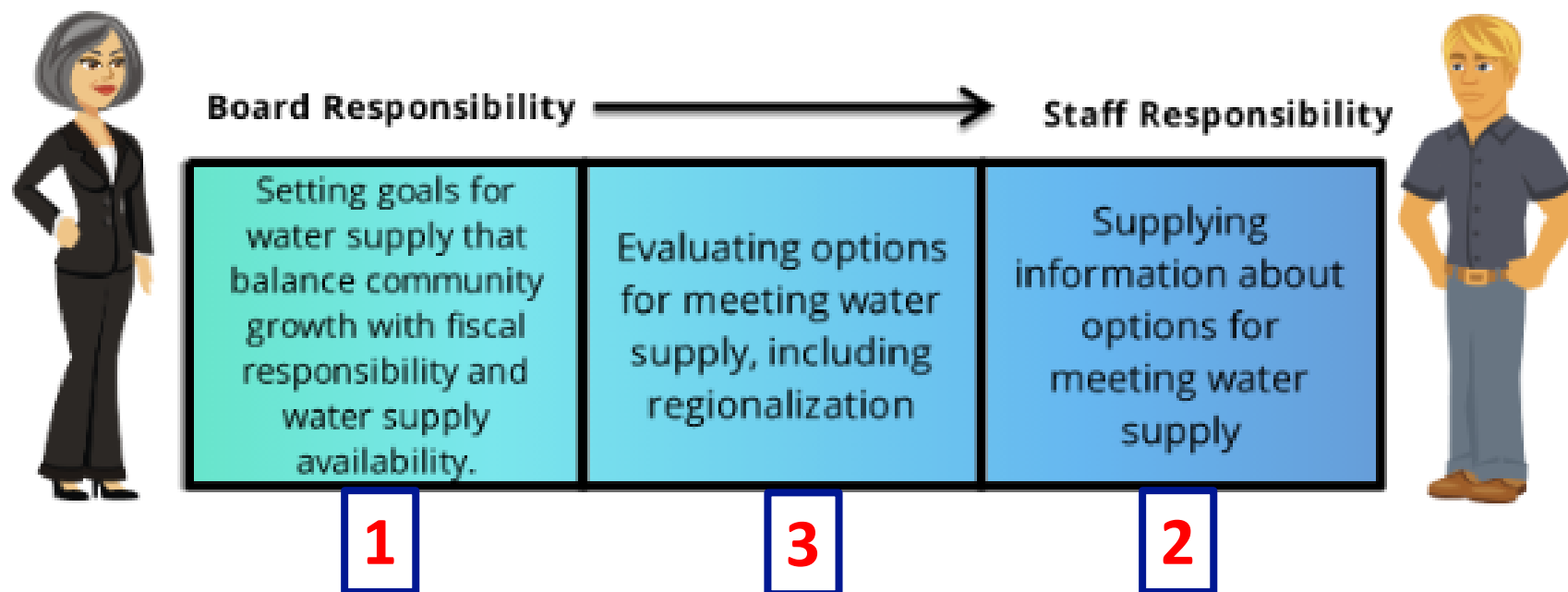
Compliance with Drinking Water Standards

1

Planning for future drinking water sources and changes in levels of treatment

2

Making changes to treatment processes when source water changes to meet regulations

3

Setting goals for meeting future drinking water needs

Board Responsibility ⟶ **Staff Responsibility**

Our Recommendation

Compliance with Drinking Water Standards

Board Responsibility → Staff Responsibility

Setting goals for meeting future drinking water needs	Planning for future drinking water sources and changes in levels of treatment	Making changes to treatment processes when source water changes to meet regulations
3	**1**	**2**
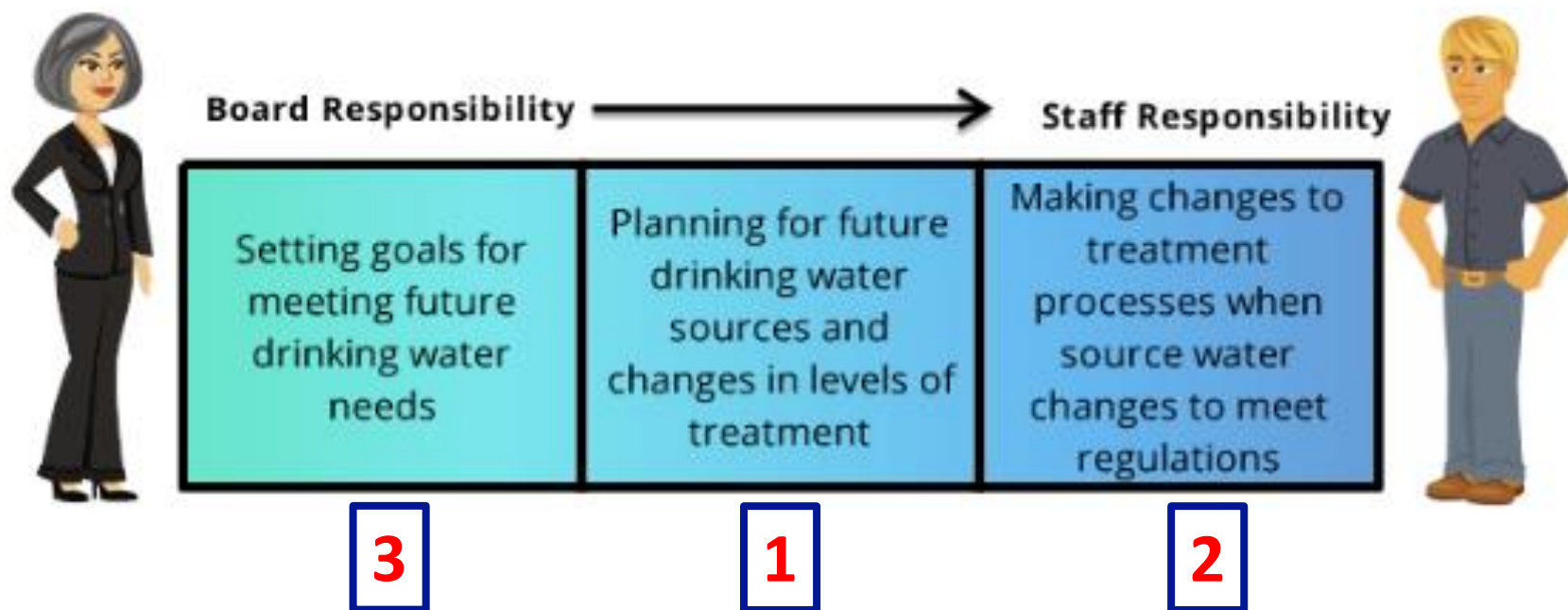
Water Quality and Fire Flow

1

Establish roles and responsibilities of the fire department and utility

2

Understand the additional cost requirements of operating a water system to provide fire protection

3

Establish and monitor a regular hydrant flushing program

Board Responsibility ⟶ **Staff Responsibility**

Our Recommendation

Water Quality and Fire Flow

Board Responsibility ⟶ Staff Responsibility

Understand the additional cost requirements of operating a water system to provide fire protection	Establish roles and responsibilities of the fire department and utility	Establish and monitor a regular hydrant flushing program
2	**1**	**3**
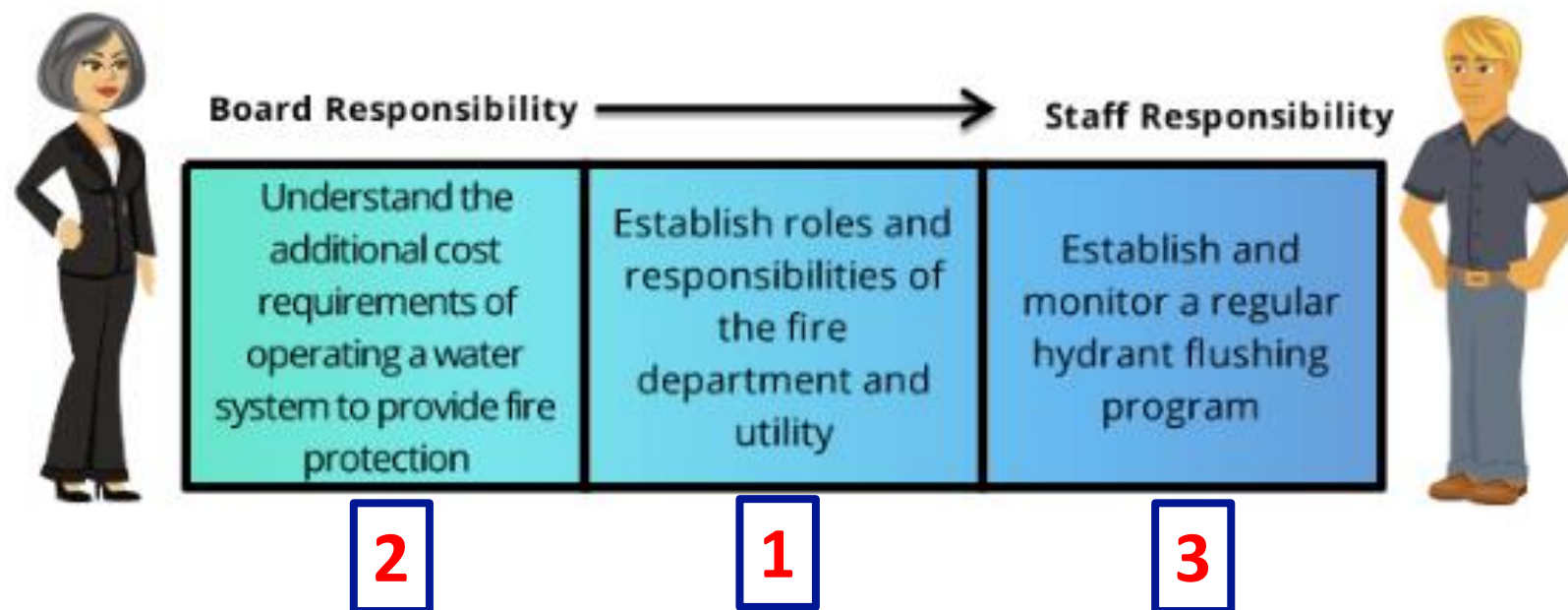
Strategic Planning (Capital Planning)

1

Periodic reporting on strategic plan metrics

2

Identifying goals that when met will achieve the vision

3

Spelling out the vision for the plan

Board Responsibility → Staff Responsibility

Our Recommendation

Strategic Planning (Capital Planning)
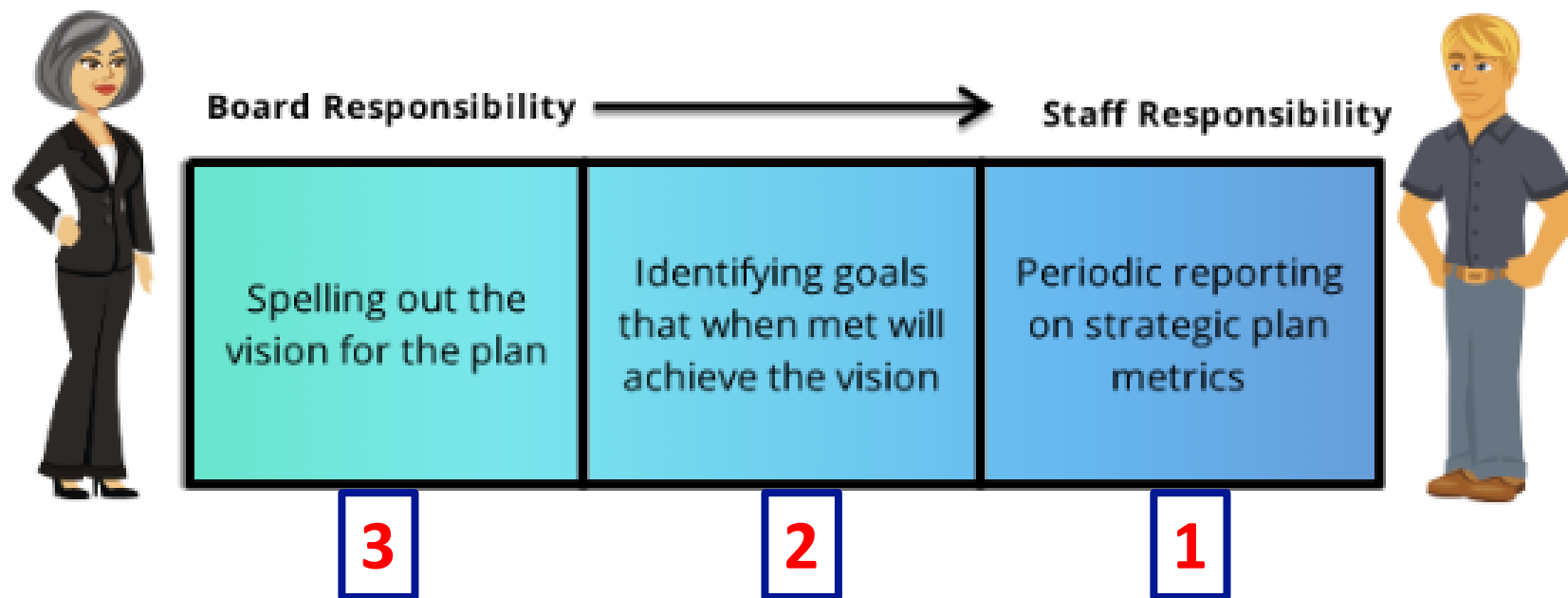
Board Responsibility →→→ Staff Responsibility

Spelling out the vision for the plan	Identifying goals that when met will achieve the vision	Periodic reporting on strategic plan metrics
3	**2**	**1**

Human Resources

1	**2**	**3**
Determining personnel budget and pay levels for individual employees	Setting performance goals for individual employees	Setting goals for staff recruitment and retention

Board Responsibility ⟶ **Staff Responsibility**

Our Recommendation

Human Resources

Board Responsibility ⟶ Staff Responsibility

Setting goals for staff recruitment and retention	Determining personnel budget and pay levels for individual employees	Setting performance goals for individual employees
3	**1**	**2**
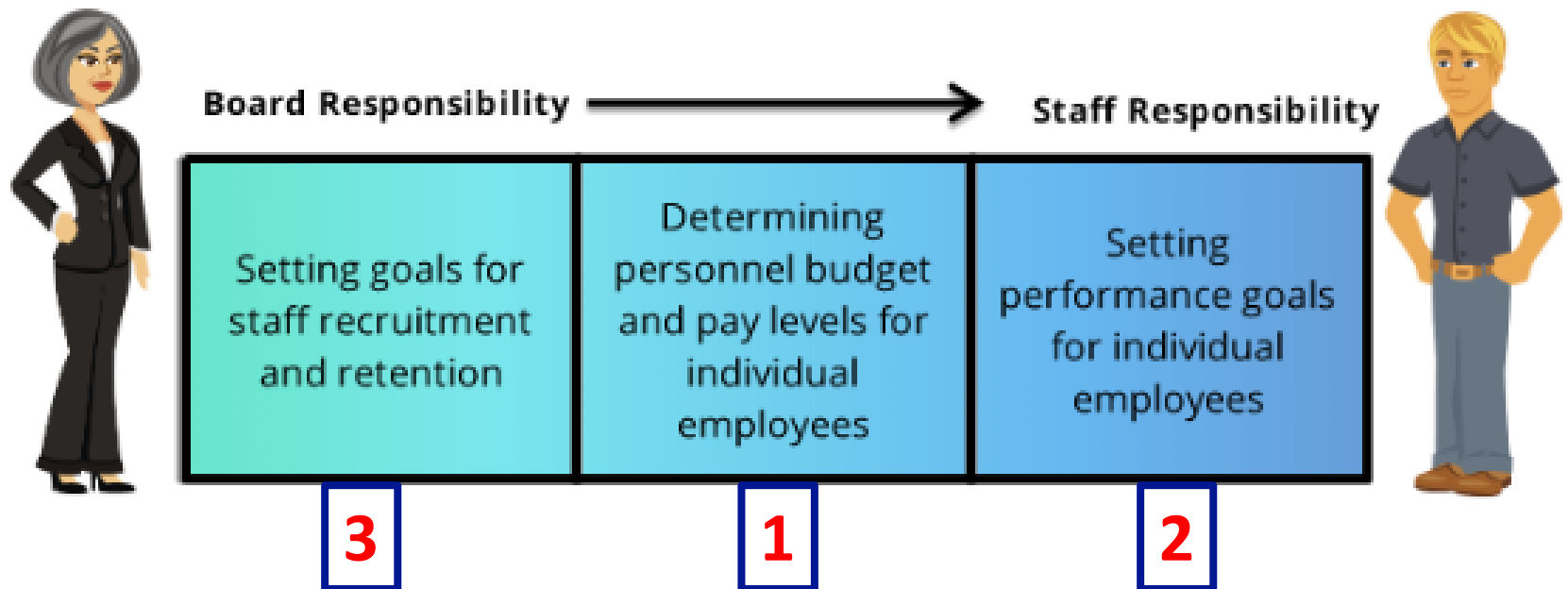
Public Relations

| 1	2	3
Description of a new customer program to the public	Setting a tone for utility communications with the public	Representing utility in a crises situation or in launch of a new program

Board Responsibility ⟶ **Staff Responsibility**

Our Recommendation

Public Relations

Board Responsibility → Staff Responsibility		
Setting a tone for utility communications with the public	Representing utility in a crises situation or in launch of a new program	Description of a new customer program to the public
2	**3**	**1**
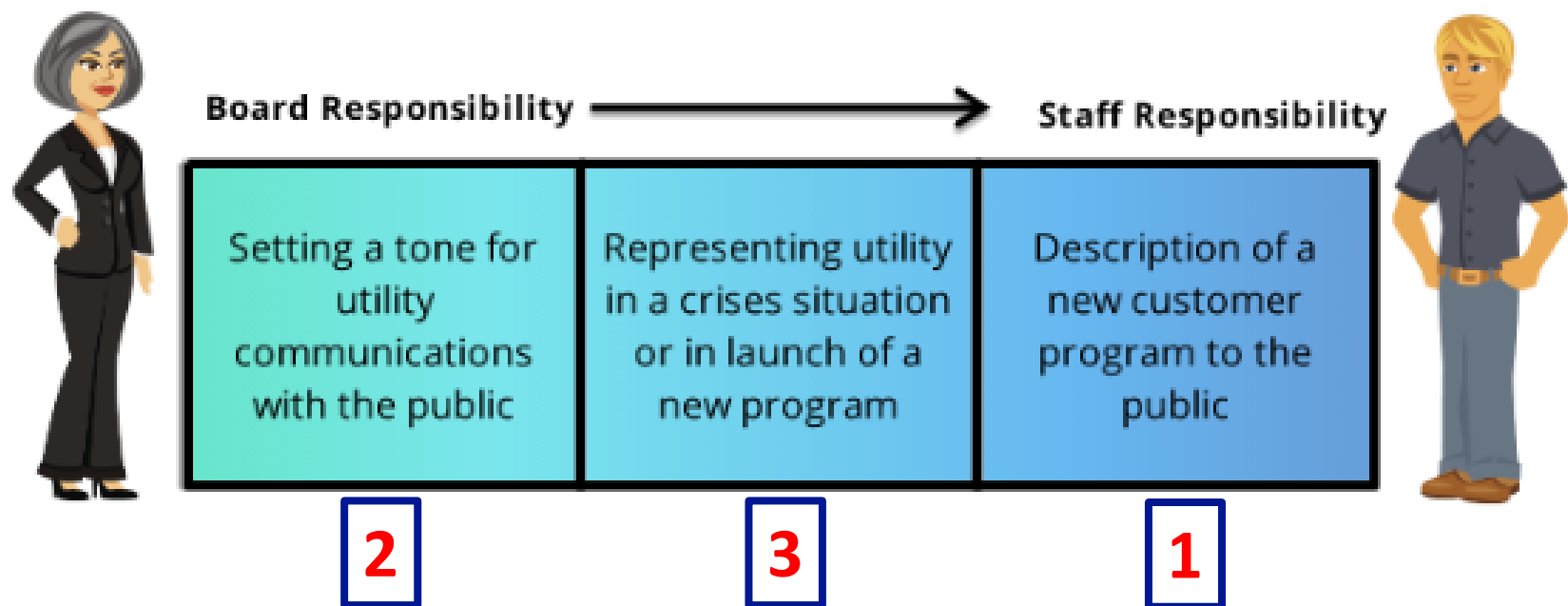
Financial Management/Collections

1

Mobilizing staff to cut-off delinquent customer's water

2

Enforcing policy for delinquent payment cut-offs

3

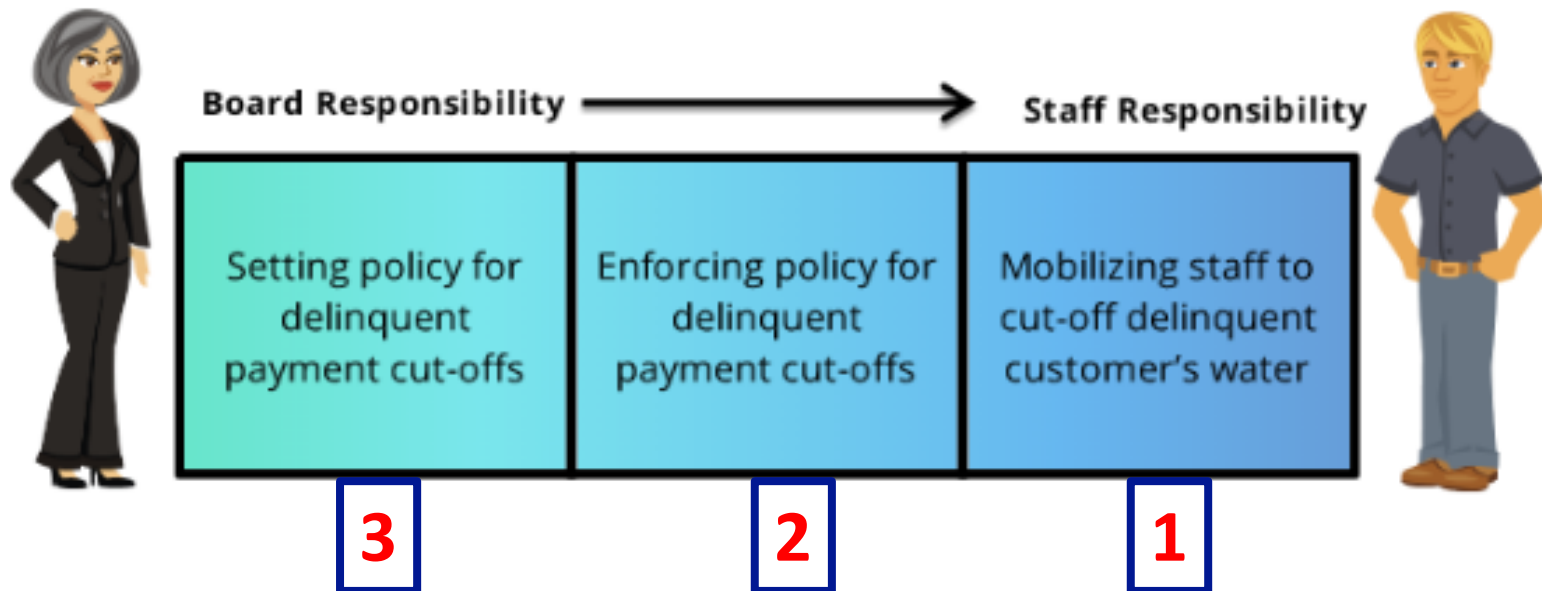Setting policy for delinquent payment cut-offs

Board Responsibility → **Staff Responsibility**

Our Recommendation

Financial Management/Collections

Board Responsibility ⟶ Staff Responsibility

Setting policy for delinquent payment cut-offs	Enforcing policy for delinquent payment cut-offs	Mobilizing staff to cut-off delinquent customer's water
3	2	1

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