



TVSA Best Practices

The objective in creating Best Practices for the Board of Directors of the Temecula Valley Soccer Association is to ensure efficiency, quality control and accountability is achieved.

The Best Practices are not listed in order of importance or significance; moreover, they serve as individual requirements to accomplish the objectives set forth above for each Board Member. Each Best Practice should be valued for its relevance to the operations but also acted upon to maintain consistency. Transparency has become a collateral term used in various contexts. In the context of Best Practices it will offer the Board an opportunity to see how each job function is approached, maintained and measured for effectiveness.

Communication

The design of communication is to relay and receive information in a manner that either answers a question or provides a source to connect people to a subject or idea. We have a duty to provide information to several recipients through various channels and subject matter. In an effort to adhere to our individual duties and responsibilities, responses should take no more than 24 hours to answer questions or point people to the appropriate source to finalize the inquiry. The keys to effective communication are being professional, assertive and also being aware of the time limitations of your colleagues on the Board. In addition, our communication externally should be centered around listening, paying attention to the question, knowing your audience, preparing your message and getting to the point. Additional problems will surface without utilizing these keys.

Contingency Plan

It is imperative to provide a contingency plan for designated positions in the form of support people and automation to maintain internal quality controls. Our contingency plan, defined as creating a backup plan or fail safes to capture the duties of each Board Member in case of resignation, transition to other duties or emergency. In addition, establishment of quality indicators will evaluate job functions so that they are being supported properly. More importantly, safeguards are also established by use of a job description to ensure that duties and obligations are met.

Automation

With the recent roll out of the League's website, it has become increasingly apparent to utilize the full capacity of the technology for an automated resource. The goal is to route routine duties and communication lines to the website with a calendar to pre-schedule items such as setting up the goals at the beginning and end of each season, field duty, referee scheduling, tournament weekends, dates when uniforms will be ordered and received, coaches meetings, coaches

training, draft dates, pictures and various other scheduled events. A timeline will be created to annualize and schedule the events for more effective planning. This will increase the efficiencies of scheduling the item and take the burden off the each Board Member to constantly be sending emails. It also offers a component to measure the effectiveness of operations, goals and objectives of the League.

Engagement

Engagement will blend the roles of each designated position with shared decision making with the Board Members to achieve those goals set forth by the Best Practices. Proper and frequent communication is imperative in increasing engagement. Through utilizing the other Best Practices this will add value to areas where improvements are necessary. We need to recognize that engagement of the Board Members is tied directly to the culture of the Board itself. Culminating the strengths of each individual on the Board will directly impact the evaluation process to improve.

Transition

Job descriptions will be prepared for each designated position to understand the duties from the prospective of the By Laws and through current operations. The goal is to implement a systematic approach to define the duties and responsibilities of each position as it relates to operations of the League. Each Board Member will be assigned a specific job description to detail how to effectively handle their duties each season and off season. The job description will also be utilized to help define and layout the interaction between Board Members, Coaches, Referees and Players to service the overall needs. The Needs Assessment Committee will review and finalize the job description for Board Member review and implementation.