



Role Descriptions for Team Manager and Chaperone

August 2008

Role of the Team Manager

The main role of the Team Manager is to ensure smooth operations of the team as a whole, and to coordinate with the Titans General Manager on issues related to Team operations. The Team Manager will strive to:

- **Act as a primary communication link with the Club, athletes and parents:**
 - Assist Titans Registrar with the collection of any outstanding registration packages and cheques, where required.
 - Assist team coach in getting approval of the season's tournament plan from the parents and athletes.
 - Manage the team's email distribution list as well as the athletes' medical condition list (note that the latter is considered confidential information and must be managed as such and shared on a need-to-know basis).
 - Distribute notices from the General Manager, team coach, head coach or Board to the athletes and their parents, as requested.

- **Ensure successful participation at tournaments and out of town games:**
 - Follow the tournament procedures outlined below.
 - Ensure team rosters are submitted as per deadlines (for Provincial and National championships, this is done through the club's Registrar. For invitational and out-of-Province tournaments, this is done by the Team Manager).
 - Recruit a Chaperone for each tournament (unless the Team Manager chooses to take this role on themselves).
 - Ensure the Chaperone is properly briefed as to their role and the processes to be followed (provide guidance as required).
 - Ensure the Team Chaperones are properly briefed on their role and understand the level of authority delegated to them by the Board. Provide them with Code of Conduct and player contact information (including medical).

- **Monitor parents' volunteer contributions:**
 - Ensure that every parent is given a fair and equitable chance to volunteer their services to support the team or the club. Many will have to be encouraged, or even asked directly, to help out in some way.
 - Refer concerns to the General Manager.

- **Act as primary interface for parents and athletes:**
 - Report any concerns about coaching issues to the General Manager, who can direct the concerns through the proper channels.
 - Report any concerns about athletes behavioral issues to the team coach, the Head Coach or the General Manager (start at whatever level you are most comfortable with).
 - Report overall team issues to the General Manager.
 - Report any concerns about parental behaviour/attitude issues to the General Manager.
 - Report overall club issues, including facilities and equipment issues, to the General Manager.
 - Provide report on team operations to the General Manager or the Executive as may be requested from time to time.

- **Assist with Code of Conduct enforcement:**
 - At all times, Team Managers have the authority to intervene when they witness a breach of our Code of Conduct. This authority is delegated to the Team Managers by the Titans Board of Directors Their authority covers all Titans (i.e. athletes, staff, volunteers, parents).
 - Report all perceived breaches of the Code of Conduct which are of concern, whether by athletes, staff, volunteers or parents to the General Manager and/ or Executive as soon as practical.
 - In case of a serious breach of the Code of Conduct (e.g. alcohol/substance abuse, blatant curfew violation, act of violence, criminal act, etc.), contact a member of the Executive or the General Manager immediately.

Fundraising/ Sponsorship/ Special Events:

- Distribute associated Club-wide fundraising materials as required/ requested (i.e. tickets, packages for athletes). .
- Ideally, recruit a parent volunteer from the team who can take on the above duties, as well as who would coordinate any team fundraising activities, distribute Loblaws gift cards, etc.

Responsible to:

- Primary point of contact is the General Manager, INFO@titanswaterpolo.ca
- Secondary points of contact include the Competitive Program Directors and Titans Executive.

What Team Managers are NOT expected to do:

- They do NOT manage practices (this is a coach responsibility).
- They do NOT manage the team coach (this is a Head Coach responsibility).
- They do NOT manage problem athletes (this is a coach/Head Coach and ultimately Executive responsibility).
- They do NOT manage problem parents (this is an Executive responsibility).

- They are NOT expected to manage out of town tournaments or out of town games (this is the Chaperone's responsibility, although the Team Manager may choose to take on these activities for a particular event). Ultimately, it is the job of the Team Manager to ensure that someone takes on the roles, whether or not they do it themselves.

Tournament Planning Role

Tournament planning is done by the Team Manager (or their designate) event by event, in coordination with the General Manager. The GM maintains an informal list of contacts for pools, hotels, and bussing companies. All plans and budgets must be approved by the GM prior to announcing player fees to athletes and their families, and according to the Titans Tournament Budgeting Policy, available here:

<http://titanswp.hypermart.net/Titans200304/files/Admin/Policy%20-Tournaments.pdf>

- **Tournament Policy and associated Spreadsheet** are the main source of guidance for planning a tournament. The spreadsheet is available at www.titanswaterpolo.ca under Admin.
- **Secure Accommodations:**
 - Avoid motels (for security reasons) where possible. .
 - If booking 15 rooms or more, consider using a reservation service (via General Manager).
 - Confirm payment method (some hotels won't take a cheque and the club does not have a credit card – you may use your own credit card and keep whatever points you accumulate or, alternatively, contact the General Manager, who will provide credit card authorization).
- **Arrange Transportation:**
 - When a bus is required, the general rule of thumb is a school bus for 2.5 hours or less of travel one way, and a coach bus for more than that.
 - Buses should be booked by the Team Manager or their designate, and a copy of the contract forwarded to the General Manager for signature and payment.
 - If extra seats on a bus are being made available, every attempt should be made to advertise the price early on, so that the revenue can be factored into the team's tournament budget.
 - It is the Club's standard practice to provide two pick-up/drop-off points (i.e. Esso station on Innes road and Nepean Sportsplex).
- **Team schedule vs tournament schedule:**
 - Once tournament schedule is received, try ensure athletes are not left standing at the pool for long periods of time, although this sometimes can not be avoided.
 - Consider "extra-curricular" activities during dead time (e.g. movies, museums, bowling, walks, etc.) and even consider researching them prior to departure so that families can be advised of additional costs.

- Plan meals and meal schedule carefully (type of food, time before the next game, distance between the pool and the restaurant, etc.). Consult with the team coach to find out if they are any foods that they ‘ban’ athletes from having at competitions.
- **When multiple teams travel to the same tournament:**
 - We travel as the Titans, not as individual teams (it is important to avoid “territorial” behaviour).
 - The overall directive is to work towards minimizing the cost for ALL participating athletes. In general, this means that one team should not be allowed to make its own travel plans that result in the cost to the other teams going up (special circumstances requiring an exception to this guideline should be referred to the General Manager for decision).
- **Financial controls:**
 - Provide a preliminary cost estimate for tournaments to the athletes and their parents early in the season.
 - Submit the tournament’s budget to the General Manager for approval. **PLAYER FEES ARE NOT FINAL UNTIL THE GENERAL MANAGER HAS APPROVED THIS BUDGET.**
 - Upon approval, inform the athletes and their parents of the final per athlete tournament cost.
 - Refer any withdrawal subsequent to the “commitment date” to the General Manager for a decision as to whether the athlete meets the Tournament Policy criteria for a no-cost withdrawal.
 - Collect payment for the athletes participating in the tournament, prior to departure.
 - Request cheques or credit card authorization that are required pre-tournament, from the General Manager as required (e.g. bus fees, hotel fees, coaches per diem, etc.).
 - Note that the preference is to pay for coaching per diems upon return from the tournament but some of our coaches may need the money upfront, in which case a request should be made to the General Manager.
 - Collect all applicable receipts that cover tournament-related expenses.
 - Upon return from the tournament, complete the Actual tournament cost report in the budget spreadsheet.
 - Submit the Actual cost report, the tournament receipts and the athletes payments as a package to the General Manager within one week of the tournament.
Disbursements for out-of-pocket expenses, coaching per diems, etc, will be paid out AFTER the Actual cost report has been received and the budget satisfactorily reconciled with the General Manager.
- **Code of Conduct enforcement:**
 - While at a tournament, Chaperones have the authority to intervene when they witness a breach of our Code of Conduct. This authority is delegated to the Tournament Managers by the Titans Disciplinary Committee. Their authority covers all Titans (i.e. athletes, staff, volunteers, parents).

- In case of a serious breach of the Code of Conduct (e.g. alcohol/substance abuse, blatant curfew violation, act of violence, criminal act, etc.), contact the General Manager or a member of the Executive immediately.
- **Other Tournament Wrap-up:**
 - Find a volunteer to write a short summary of the tournament for the club's newsletter
 - Submit the short tournament summary to the club's newsletter editor at news@titanswaterpolo.ca.

Role of the Chaperone

- A Chaperone may take part in all or some of the planning for a specific event, or may just supervise athletes for a specific event or trip.
- Supervision of athletes starts when the athletes gather for pick-up.
- Supervision duties end when the athletes are dropped off at the drop-off points.
- **While on duty, Chaperones must refrain from consuming alcoholic beverages and/or illegal drugs.**
- Chaperones are responsible for the athletes' behaviour, safety and well-being at all time except when the athletes are under the coach's control (pre/post game meetings, warm-ups, games).
- Chaperones ensure that all athletes are on time for bus departures, meals, games, team meetings and special events.
- Chaperones ensure that sick or injured athletes are properly looked after.
- Chaperones are responsible for the adherence to the Code of Conduct:
 - The Titans Board of Directors delegates disciplinary authority to the Chaperones. Their authority covers all Titans (i.e. athletes, staff, volunteers, parents).
 - Chaperones have the authority to impose sanctions to athletes who are in breach of the Code of Conduct
 - For "ordinary" breaches, sanctions may include reprimands, time outs, special curfews or remedial actions (e.g. cleaning up a mess, apologies, etc.).
 - For blatant disrespect of authority, including that of the Chaperones, benching an athlete for part or all of a game may be imposed based on the severity of the disrespect (after consultation with the Team coach).
 - For "serious" breaches of the Code of Conduct (e.g. alcohol/substance abuse, blatant curfew violation, act of violence outside of a game situation, serious act of violence in the water during a game [note that not all brutality ejections would qualify – needs to be discussed between all the Chaperones and coaches], criminal act, severe disrespect of authority, etc), suspension of the athlete from any further participation in the tournament until otherwise directed by a member of the Executive or General Manager. In all such cases, Chaperones must immediately contact a member of the Executive or General Manager to report the incident and seek further direction.

- Chaperones have the authority to notify staff, volunteers and parents of their breach or possible breach of the Code of Conduct.
- Upon return from a tournament, Chaperones are asked to submit a report detailing observations and concerns they may have about a particular tournament to the Titans General Manager. This is advisable in situations where it is felt we may want to ‘monitor’ an individuals’ behaviour for future reference.
- A report to the Titans General Manager is mandatory in cases where a “serious” breach or a disrespect of authority by an athlete occurred. A report is also mandatory in cases where a breach or a possible breach of the code of conduct by a staff, volunteer or parent occurred.