

PARENT/COACH LIAISON

SLVYHA Volunteer Role · More Committed

THE QUICK VERSION

What it is: The neutral go-between for players, parents, and coaching staff, helps resolve concerns and makes sure the complaint process is followed.

Time commitment: Handbook estimates up to about 10 hours per week, but realistically varies with how many concerns come up.

When: As needed through the season, whenever a concern is raised.

Requirements: - Strong communication, emotional intelligence, and a solid grasp of the 24-hour rule and team dynamics - Handbook suggests 1-2 years of conflict-resolution/mediation experience -

Good for you if: You're calm, fair, a good listener, and can stay neutral in a tense conversation.

Can you still watch your kid play? Yes, this isn't a game-day role, though conversations may follow games.

WHAT YOU'LL DO

- Act as mediator between players and coaching staff, and between parents and coaching staff
 - Communicate players'/parents' concerns to coaching staff
 - Ensure the complaint resolution process is followed
 - Act in the best interest of the players and the team as a whole
 - Route conflicts of interest to the board for review
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HOW TO DO IT

Follow the SLVYHA complaint chain of command: - Parents must wait at least 24 hours after a game before raising a coaching/playing-time concern - Concerns come to you first; you act as intermediary and pass them to the head coach - If it can't be resolved at the coaching level, it goes to the President, then the board - Fill out the SLVYHA complaint form as part of the process

WHAT'S PROVIDED VS. WHAT YOU BRING

Provided: The complaint resolution process and form, and board backup for unresolved issues.

You bring: Neutrality, communication skill, and discretion.

WHAT "DONE WELL" LOOKS LIKE

Concerns get heard and resolved at the lowest level possible, the process is followed fairly, coaches keep their authority, and families feel listened to.

WHO TO ASK WHEN YOU'RE STUCK

Reports to / coordinates with: Escalates to the President and Governing Board; conflicts of interest go to the board.

Questions about this role: the board

HOW TO SIGN UP

This is an appointed position. To be considered:

1. Send the board your statement of interest and a short bio.
2. The board votes on appointments at the following monthly meeting.
3. Once appointed, complete any required training (see Requirements above).

What happens after you're appointed: The board will introduce you as the liaison so families and coaches know who to come to, and you'll be briefed on the complaint resolution process you'll be guiding people through.

Questions about volunteering in general? See the Get Involved section of the Resources Tab, or contact the board.

Full official duties: see the SLVYHA Bylaws (Article V) and Handbook.
