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A photograph showing a large number of hands of various skin tones stacked on top of each other in a circular formation, symbolizing unity and teamwork.

volunteer



**Global FC, Inc.**

## Team Manager Volunteer Description



**Global FC**

800 Quick Trip Way, Belton, MO 64012

(P):816.456.1528

(F):816.318.9998

[www.globalfutbol.org](http://www.globalfutbol.org)

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## Team Manager Volunteer Description, Qualifications & Expectations

**Volunteer Title:** Team Manager

**Reports to:**

Division Head Coach

Division Assistant Coach

Mariya D Goodbrake (Executive Director)

Curt Cattau (Director of Sports Operations)

**Organization Overview:**

Primary focus- Youth development, Family Engagement and Community Building

**Global FC exists** to bridge diverse cultures to come together, forming just communities where all are free to be fully-known and fully-loved in pursuit of their God-given purpose and potential.

**Mission:** We use soccer as a vehicle for transformative impact, supporting under-served youth and families with the tools to overcome obstacles to success; nurturing their talents and passions by providing resources, opportunities, and relationships towards a brighter future.

**Primary activities:** Sports programming, health and wellness education, academic assistance, counseling, mentorship, community development and family empowerment initiatives.

The standards of operation are built around the three pillars of ***Sports, Faith and Future:***

***Sports:*** The highest level of training will be provided by qualified coaches and trainers who are particularly sensitive to the needs of youth.

***Faith:*** Organization's core values and strategies will be operated on ethical principles which come from an underlying Christian Faith. All involved in the programs will operate under a code of conduct which aspires to the highest level of morals, integrity and compassion for the diverse ways we all live in the world.

***Future:*** Each youth in the program will be given maximum opportunity to develop their life-plan which will include; opportunity in sports, monitoring of education, goal-setting, and post-academy support.

### **VOLUNTEER OVERVIEW:**

The role of the Team Manager can be very diverse, but it does not need to be difficult or over complicated.

The Manager is part of a team that may comprise the coach and other personnel such as an assistant coach. The importance of interaction between these people cannot be stressed enough.

The coach is always in charge of the team. Mutual consent between the manager and coach will often decide who takes the responsibilities for set tasks for team management. Personnel preferences and strengths need to be considered.

**Communication and organization** are the keys to being a good team manager.

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## RESPONSIBILITIES AND QUALIFICATIONS

The team manager is an important contact for all relevant team information. Their role is to provide timely, comprehensive communication from the Club Staff, Technical Coaching staff and/or league. This communication includes “where to go,” “when to be there,” and “what to bring” – for all games, practices and other events. In addition to the role of communicator, the team manager maintains the team’s paperwork. Communication with the Director of Sports Programming is important.

Once prospective volunteer has undergone the Global FC general on-boarding process (SOP 1) with VA, volunteers interested in volunteering as a Global FC Team Manager will be directed to the Director of Sports Programming, Curt Cattau. Volunteer will receive a Team Manager Standard Operating Procedure (SOP 4) guided and trained by the Director of Sports Programming (DSP).

### Communication

As a team manager, you’ll be organizing a variety of information, and events. You’ll likely be the backbone of team communication, letting folks know what to expect and answering questions. Each team has unique circumstances. Managers will be able to determine a path to effectively organize and communicate that suits their style, individual team circumstances and manner of coach involvement.

**Mandatory Team Manager Meeting:** One month prior to the beginning of league season, all Global FC team managers will come together for a mandatory meeting to go over this SOP, to communicate expectations and guidelines, clarity of processes, to answer any questions and to receive all necessary material/ information to best equip TM’s for a successful season. Curt Cattau, Director of Sports Programming (DSP) will coordinate this meeting and communicate to all TM’s via email the meeting date, time and location.

### **Summary of the important roles of the manager:**

- Support the coach and liaise with matters relating to the team.
- Communicate with player and parents through various communication methods.
- High level of communication with coach and players.
- Organize equipment for team practices and games.
- Ensure team members know who, when and where they are playing.
- Organize the distribution and collection of uniforms and ensure they are worn correctly.
- Coordinate transport arrangements.
- Ensure the results of matches are passed to the school or club convener.
- Compile, maintain and update a list of players names, addresses, phone numbers and emails if have them. Make it available to the coach and other team members. Update this on the shared Google Doc team spreadsheet.
- Ensure all necessary waiver forms are given and received back from players. All waivers must be collected and submitted to Director of Sports Programming (DSP)
- Receive a picture of an ID for each player (*Passport, i94, birth certificate.....*)
- Find out dates and times for training, selection and in season and any pre season practice times and advise players. Often best to give printed copy of these to players, especially young players.
- Communicate important information to players via social media, chatrooms, at practice, post game, telephone. Information such as transportation logistics, uniforms, game and practice times, waiver forms, any last minute changes etc.
- Ensure that each player has a uniform and all necessary equipment. If player is in need of cleats, shin guards etc. to let DSP know and check they have correct sizes etc.



## **General Overview of Obligations:**

### **Cancellations**

Know when and where cancellations will be broadcast and ensure all team members also know. Organize a contact system for last minute changes so everyone can be contacted easily. You could use texting. Store mobile numbers of parents or players on your phone and text information to them. (Group contacts are good for this as you only need to type text one time.) Other social media options such as Facebook.

### **Practice**

Advise everyone of practice and game times and reconfirm when appropriate. Establish a routine with the coach for when you get a chance to speak to the players during practice (often before or after are good times). If you have any important message for the team, everybody must get the same message at the same time. If the situation warrants it, written notices are also appropriate.

### **Uniform/Equipment**

Gather in all uniforms and check them against the original allocation. Ensure that the same number of uniforms given out is the same number returned at the end of season.

### **Injuries**

Follow up any injured players to ensure they receive the correct followup treatment where necessary. This may need to be done a day or so after the game. If they are in hospital, make sure their teammates and coach are aware of where they are and when they can be visited.

### **Behaviour**

Preseason set out clearly what you expect of the players in terms of behavior. This must be adhered to at all times so the players do not get confusing ideas. Global FC Player Agreement form must be read and the expectations written must be continuously communicated to players through the TM.

## **PROFESSIONAL QUALIFICATIONS:**

- Excellent organizational and planning skills, a strong work ethic and reliable.
- The ideal candidate must demonstrate skills in effective communication, attention to detail and accuracy, and an ability to complete tasks with minimal supervision.
- Ability to work among diverse cultures, languages and religions - being aware and sensitive to their complexities. This includes dealing with such complexities and conflicts that present themselves within households of youth in the program.
- Strong interpersonal and oral communication skills including the ability to effectively liaise with athletes, coaches and administrators
- Positive, high energy and encouraging.
- Willing spirit
- Flexible
- Patient
- Openness and appreciation of diversity.
- Interest in learning about resettlement and refugee issues, including ethnic backgrounds of clients.
- Must be in high school or above.
- Attend a team manager training session.

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## **ELIGIBILITY POLICY**

### Team Manager Eligibility Requirements:

- Be at least 16 years of age
- Be willing to adhere to all Global FC Soccer Program policies and procedures
- Agree to a minimum one season commitment to the program
- Complete the screening procedure
- Agree to attend additional trainings as required
- Be willing to communicate regularly with the team coach
- Have access to an automobile or reliable transportation
- Have a current driver's license, auto insurance, and good driving record
- Have a clean criminal history
- Have never been accused, arrested, charged, or convicted of child abuse or molestation
- Not be a convicted felon.
- Not be a user of illicit drugs
- Not use alcohol or controlled substances in an excessive or inappropriate manner.
- Not have falsified information during the course of the screening process.

### **TIME COMMITMENT:**

- Minimum one soccer season.
- 3-4 practices per month.
- Attend weekend league games when possible.
- Attend tournaments when possible.
- Any extra time needed to collect necessary waivers, id's and other important information.
- Time to update player information, communication to players, parents, coaches and other Global FC members including DSP.

### **CONCLUSION**

The role of the sports team manager is an interesting and exciting one. It is often suited to people who are happy to work behind the scenes and can adapt quickly to changing situations, especially someone who is comfortable working within diverse cultures and is willing to navigate through the challenges of working in inner city programming. Remember to communicate regularly with the players and develop a good working relationship with the coach.

Thank you for your willingness to support our efforts by volunteering as Team Manager. Your role is crucial to our success. We thank you for your time, passion and commitment. Please don't hesitate to communicate with Curt Cattau ([curt@branch-global.com](mailto:curt@branch-global.com)) if you have any questions or concerns.

Welcome to the team!

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## POINTS OF CONTACT

PROGRAM MANAGEMENT TEAM			
Name	Title	Email	Telephone
Mariya D Goodbrake	Executive Director	<a href="mailto:mariya@branch-global.com">mariya@branch-global.com</a>	816.456.1528
Curt Cattau	Director of Sports Programming	<a href="mailto:curt@branch-global.com">curt@branch-global.com</a>	816.889.8480
Ella Munthali	Volunteer Coordinator	<a href="mailto:elle@branch-global.com">elle@branch-global.com</a>	913.200.6251
Pete Weaver	Head Coach	<a href="mailto:peter.weaver@novartis.com">peter.weaver@novartis.com</a>	913.302.0823
John Parker	Technical Director	<a href="mailto:johntparker10@yahoo.com">johntparker10@yahoo.com</a>	816.398.5341

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