



## Parent Liaison Description & Guidelines

### Purpose:

FAST groups are at times large (10-20+ swimmers) and each group has specific information, requirements and needs that are unique. The Parent Liaison position was developed to facilitate group specific communication and feedback between FAST (Board, Committees, Operations & Coaches) and our swimmers' Parents/Guardians (Parents). It is the intention that the parent liaison position will help manage the communication of group specific information, concerns, ideas, on a smaller scale to ensure all parents are informed and their feedback acknowledged and addressed. In addition to this, the parent liaison position will help facilitate a positive social environment within each group in our large FAST club.

### Job Description:

The parent liaison job involves:

- being a supportive, neutral and objective resource for FAST and its' parents
- having good listening skills and ability to filter serious issues versus general concerns
- promoting a positive social environment within the group
- facilitating communication between Parents and FAST
- engaging Parents in offering input on club issues when required
- providing group specific feedback to FAST
- reinforcing rules/requirements/information that are group specific to Parents as required
- answering group specific questions

The Parent Liaison will report to the Group Coach, Head Coach and Board PL Representative.

The Parent Liaison's contact information will be posted on the FAST Website.

The Parent Liaison will be given access to their group's email addresses via FAST's Website Email Center after having signed the Volunteer Agreement.

### Responsibilities:

- Ensure all group members (parents) know who you are and how to reach you at the beginning of the season.
- Work collaboratively with a group co-liaison if applicable
- Admin the existing group specific Facebook page by posting weekly schedule screenshots, information regarding schedule changes, reminders etc. Facebook groups are also a good place to support conversations around lost and found items, carpools etc
- Reach out to group members/parents via Poolqueue at least once every 2 months letting them know you are there if they have any questions/concerns.
- Any issues/concerns that are of a serious nature should be reported to Head Coach and the Board through the President.

- Forward any pertinent information about requests from parents (for example, topics for a parent session, clothing inquiries/suggestions, event feedback/suggestions) to a Board or committee representative (if applicable)
- Encourage or support group specific social activities, any costs associated with group generated activities are to be paid by the individual members not FAST. FAST is responsible for payment of our Team activities

*Update Aug 2025*