



## 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 Head Coach and President.

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.
- Create & moderate a group chat via Facebook to make it easier to send messages. This way you can have conversations regarding car pools, lost and found, and any schedule changes in the group chat.
- Reach out (via email) to group members/parents 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 the appropriate person responsible for that area (see FAST website for all contact info) (i.e. Board representative, Head Coach and/or Committee chairperson/coordinator).
- Hold 1-2 mini group specific social events each season. These can be as simple as bringing popsicles after a practice or less simple (a sleepover). These events should be outside of or after swim practices if possible and arranged/planned with the Head Coach to ensure timing doesn't conflict with coaching plans.
- All costs associated with group specific activities are to be paid by the individual not FAST. FAST is responsible for payment of our Team activities.