



NORTHERN EAGLES SOCCER CLUB

TEAM MANAGER CODE OF CONDUCT

As a Team Manager, you play an important role in supporting the team, fostering communication between coaches, parents, and players, and ensuring a positive environment for all involved. This Code of Conduct outlines the expectations for Team Managers to ensure that children, parents, and coaches are treated with respect and that a safe, enjoyable experience is provided for all players.

1. Respect for Children

- **Support the Development of All Players:** Understand that children are participating for fun, skill development, and enjoyment. Encourage a positive and respectful environment for each player, regardless of skill level.
 - **Respect Boundaries:** Ensure that your role remains supportive and administrative, not instructional or coaching, unless invited by the coach. Avoid engaging in activities that may overstep the boundaries of your role.
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2. Communication and Coordination

- **Act as a Liaison:** Facilitate open, respectful, and effective communication between the coach, parents, and the club. Ensure that relevant information is passed on promptly and accurately.
 - **Be Available:** Respond to emails, phone calls, or messages in a timely and courteous manner. Make yourself available to both parents and coaches to assist with any administrative matters.
 - **Respect Confidentiality:** Keep any sensitive information related to children, parents, or team issues confidential, and only share it with the appropriate individuals when necessary.
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3. Respect for Coaches and Officials

- **Support the Coach's Role:** Respect the coach's decisions and authority. Do not undermine the coach's instructions or approach to training or game strategies. Your role is to support the coach, not to assume coaching responsibilities.



- **Promote Fair Play:** Support the coach's efforts in maintaining fair play, good sportsmanship, and appropriate behaviour among players and parents. Always respect referees, officials, and opposing teams.
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4. Positive Parental Involvement

- **Foster a Positive Team Environment:** Encourage parents to respect the team's goals and objectives and to support the team in a positive manner. Discourage any negative or inappropriate behaviour, such as criticizing players, coaches, or referees.
 - **Maintain Constructive Relationships:** Be respectful and professional when engaging with parents. Address concerns or disputes calmly, and direct any issues regarding coaching or the team to the coach, not the players or parents.
 - **Encourage Sportsmanship:** Ensure that parents are acting as role models for sportsmanship, both on and off the field. Promote a culture of respect, kindness, and encouragement.
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5. Team Organization and Administration

- **Assist with Team Logistics:** Help coordinate team-related activities such as travel, fundraisers, game schedules, and other logistics. Work with the coach and parents to ensure a smooth, organized experience for the team.
 - **Ensure Timely Communication:** Make sure that all team members and their families are informed of important updates, changes to schedules, and other relevant information in a timely manner.
 - **Assist with Team Events:** Offer help with organizing events like team meetings, parent nights, or team bonding activities, ensuring they align with the club's values and mission.
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6. Handling Disputes and Complaints

- **Address Issues Calmly and Professionally:** If any concerns arise, listen to them respectfully, and ensure that they are addressed appropriately. Do not engage in confrontations or escalate issues during games or practices.
- **Redirect Complaints to the Right Person:** If there is an issue regarding coaching, team management, or player-related concerns, encourage parents to address their concerns directly with the coach or the Child Protection Officer. You are a point of contact, not a mediator for conflicts.
- **Uphold Club Policies:** Familiarize yourself with the club's policies regarding behaviour, child protection, and dispute resolution, and ensure that these policies are followed when addressing any issues.



7. Respect for the Club's Policies

- **Adhere to Club Guidelines:** Follow all the policies, rules, and procedures of the club. Ensure that team activities and communications are aligned with the club's mission, values, and standards.
- **Uphold Child Protection:** Understand and adhere to the club's child protection and safeguarding policies. Ensure that players are always in a safe, secure, and supervised environment during practices, games, and events.
- **Model Good Conduct:** Lead by example, demonstrating integrity, fairness, and professionalism in all interactions with children, parents, coaches, and other team members.

8. Promoting a Safe Environment

- **Prioritize the Safety of All Players:** Ensure that all players are safely transported to and from games and practices, and that no child is left unattended.
- **Monitor Behaviour:** Be proactive in monitoring the behaviour of both players and parents. Address any inappropriate behaviour or safety concerns promptly and notify the appropriate authorities or club representatives if needed.
- **Encourage Healthy Competition:** Promote a spirit of teamwork and mutual respect, rather than focusing solely on winning. Ensure that all players feel valued and encouraged, regardless of their role on the team.

9. Consequences of Violating the Code of Conduct

Failure to adhere to this Code of Conduct may result in disciplinary action, including a warning, suspension, or dismissal from your position as Parent Manager. The club is committed to creating a safe and respectful environment for all participants, and any violation of these guidelines will be taken seriously.

Team Manager Acknowledgment:

By registering as a Team Manager, I acknowledge that I have read, understand, and agree to follow this Code of Conduct while serving as a Team Manager for any of the junior or senior teams at Northern Eagles Soccer Club.

This Code of Conduct aims to ensure that Team Managers are clear about their role, responsibilities, and the expectations placed on them in supporting the team, the coach, and the overall club environment.