

Ottawa Titans  
Water Polo

Volunteer  
Functions

2015

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Volunteer  
Administrative  
Functions

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## **Introduction**

This document outlines the volunteer functions required to operate the Ottawa-Carleton Titans Water Polo Association herein referred to as “the Club”.

This document will be a work in progress.

## **Mentorship**

In order to support the longevity of the Club, it is essential that a mentorship system is put in place to secure consistency in performing volunteer roles. Mentorship will also serve as a mechanism to ensure that key volunteer positions are held for pre-determined periods and can be smoothly transitioned to new volunteers upon vacancies in those key roles. While there is a perception that multi-year occupancies provide a form of continuity, long-term tenures block opportunities for new members to get involved with the running of the Club and create a huge risk if a key volunteer is taken out of commission.

Tenures are recommended not to be longer than three years with two being the avenue of choice. The idea is that a volunteer is partnered in their first year by the outgoing person, serves for a year on their own, and then mentors the next person. This guarantees that at least two people are familiar with the required duties at any given time.

## Position Designation

To clarify the skill sets required and expected time commitment, positions will be classified as Senior, Intermediate, or apprentice.

### Senior

A senior position should be filled by someone who has more than one year of experience in the competitive program. Ideally, the candidate should have a combination of ILWP, Academy, and U16 experience as well as previously holding an Intermediate volunteer position. These positions require a detailed knowledge of water polo and how the Club operates.

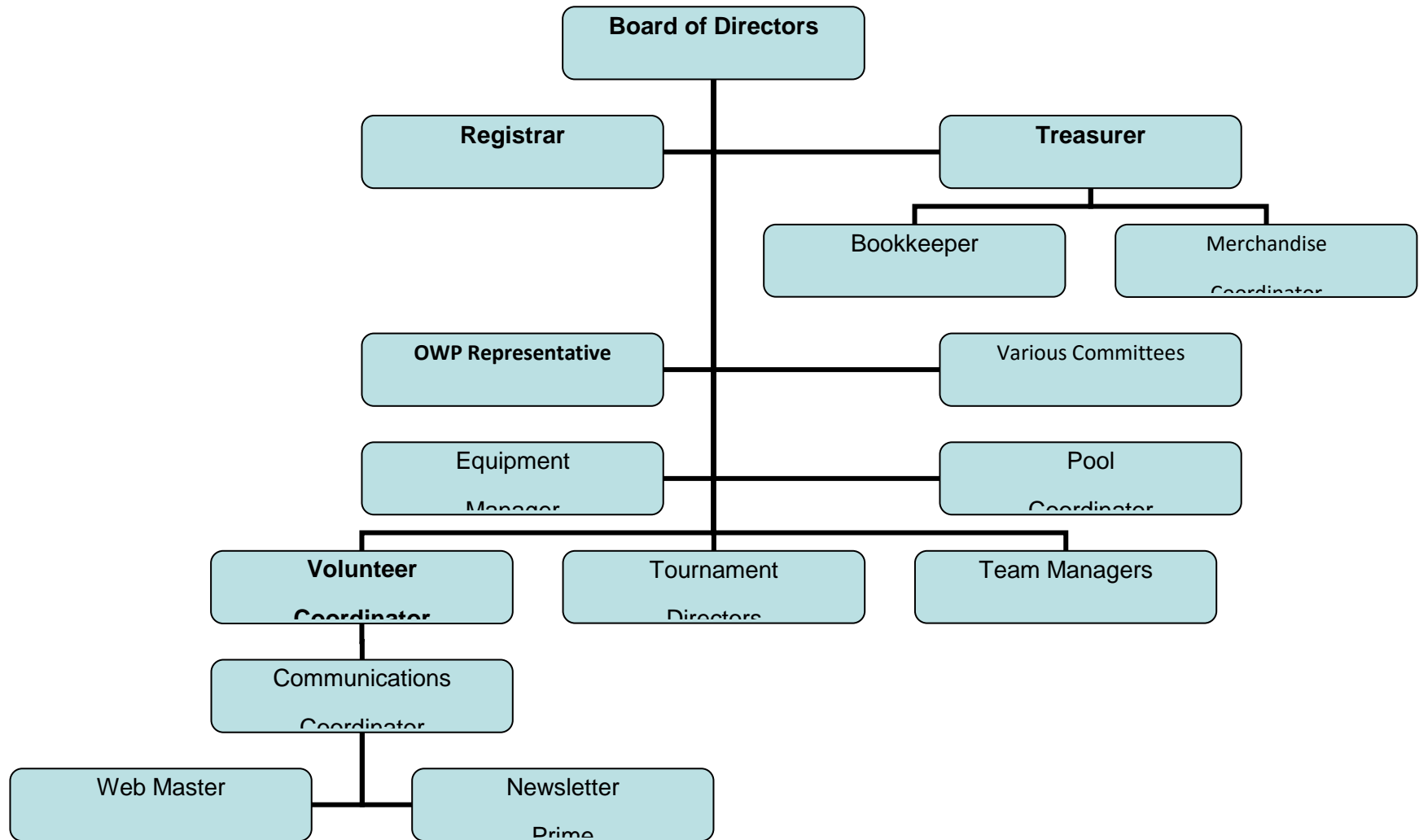
### Intermediate

These positions can be filled by someone new to the competitive program and are committed to dedicate a significant amount of time to helping out. The key to these positions is the amount of dedication required. They are also prerequisites to holding a senior position.

### Apprentice

These are minor positions that can be filled by anyone regardless of experience. The ideal candidate is someone who is new to water polo or cannot devote a significant amount of time to volunteer activities. These positions are great for anyone who is apprehensive about what commitment level is expected of them and still want to help out in some form.

Volunteer Main Structure



<p><b><u>Function</u></b></p> <p><b>Club President</b></p>	<p><b><u># of People Required: 1</u></b></p> <p><b><u>#of Volunteer Points: 20</u></b></p>	<p>Senior Position</p> <p>Minimum 1 year served as Director prior to position</p>
<p><b><u>Responsibilities</u></b></p> <ul style="list-style-type: none"> <li>• Viability and operation of the Club</li> <li>• Govern water polo activities of the coaches, employees, volunteers, members, players, and individuals as laid out by the Club Charter and Constitution</li> <li>• Hold an Annual General Meeting</li> <li>• Chair meetings of the Board of Directors</li> <li>• Sign on behalf of the Club all By-Laws, documents and certificates</li> <li>• Coordinate the work of the Board of Directors</li> <li>• Represent the Club at all meetings or functions of senior water polo bodies</li> <li>• Represent the Club within the community</li> <li>• Serve as an ex officio member of all committees of the Club</li> <li>• Assume from time to time other duties as may be determined by the Board of Directors</li> <li>• Appoint individual Directors to fulfill specific responsibilities, including the offices of Treasurer, Secretary and Registrar, within thirty days of the Annual General Meeting, with the consent of the Board of Directors.</li> </ul>		
<p><b><u>Reports To:</u></b></p> <p>Titans Membership</p>	<p><b><u>Direct Reports</u></b></p> <p>Board of Directors</p>	

<p><b><u>Function</u></b></p> <p><b>Vice-President</b></p>	<p><b><u># of People Required:</u> 1</b></p> <p><b><u>#of Volunteer Points:</u> 20</b></p>	<p>Senior Position</p>
<p><b><u>Responsibilities</u></b></p> <ul style="list-style-type: none"> <li>• Duties (only those detailed within the TOR for the president) as delegated by the President</li> <li>• Fulfill the duties of the President in his/her vacancy</li> </ul>		
<p><b><u>Reports To:</u></b></p> <p>Club President</p>	<p><b><u>Direct Reports</u></b></p>	

<p><b><u>Function</u></b></p> <p><b>Board of Directors</b></p>	<p><b><u># of People Required: 5</u></b></p> <p><b><u>#of Volunteer Points per position: 20</u></b></p>	<p>intermediate position</p>
<p><b><u>Responsibilities</u></b></p> <ul style="list-style-type: none"> <li>• Manage, order, administer, and direct the affairs of the Club</li> <li>• Purchase, lease, acquire, alienate, sell, exchange, or otherwise dispose of shares, stocks, rights, warrants, options and other securities, lands, buildings and other property, moveable, real or personal, or any right or interest owned by the Club</li> <li>• Authorize the borrowing of money on the credit of the club, and the issuing, sale or pledging of the securities of the Club</li> <li>• Determine Club membership and registration fees, other fees, dues, and levies</li> <li>• Adopt, amend, revise, revoke or repeal the Regulations of the Club</li> <li>• Enact, alter, amend repeal or revoke the By-Laws of the Club</li> <li>• Review and approve all water polo activities, programs, and undertakings of the Club</li> <li>• Assess, appoint, hire, and engage employees, coaches, assistant coaches, trainers, Senior volunteers, all of whom shall hold their positions at the pleasure of the Board</li> <li>• Establish, appoint and direct the work of various committees to advise the Board on general or specific issues</li> <li>• Direct any undertaking necessary to provide the Club with sound and effective administration</li> <li>• Create policies as required</li> </ul>		
<p><b><u>Reports To:</u></b></p> <p>Club President</p>	<p><b><u>Direct Reports</u></b></p>	



<p><b><u>Function</u></b></p> <p>Registrar</p>	<p><b><u># of People Required:</u>1</b></p> <p><b><u>#of Volunteer Points: 20</u></b></p>	<p>Senior Position</p>
<p><b><u>Responsibilities</u></b></p> <ul style="list-style-type: none"> <li>• Coordinate all incoming registrations</li> <li>• Respond to e-mails and enquiries related to registration</li> <li>• Calculate pro-rated fees for the athletes who registered during the season</li> <li>• Calculate refund for the athletes who withdraw during the season</li> <li>• Maintain records on which registration fees are payable and paid to Ontario Water Polo</li> <li>• Maintain records on Volunteer registration fees and corresponding rebates to and from Ontario Water Polo</li> <li>• Ensure all Titans members are registered with OWP as required. Ensure all information in OWP database is up-to-date and all Titans members are registered in appropriate role and correct membership category</li> <li>• Responsible for the management of the IT systems within the club, coordinate (or maintain) all club's activities using WPC/OWP online management system: create hosting club event, enter Titans teams for the tournament, and enter Titans rosters for the tournament.</li> <li>• Coordinate with OWP representative all club's issues regarding the athletes and events registration with OWP, international travel requests, OWP invoices to the club, etc.</li> <li>• Work with the Communications Coordinator to keep the email distribution list up to date</li> <li>• Provide all team managers with up to date information on team membership</li> </ul>		
<p><b><u>Reports To:</u></b></p> <p>Is a Member of Board of Directors</p>	<p><b><u>Direct Reports</u></b></p> <p>Could have assistant registrars as required</p>	

<p><b><u>Function</u></b></p> <p><b>Treasurer</b></p>	<p><b><u># of People Required:</u>1</b></p> <p><b><u>#of Volunteer Points: 20</u></b></p>	<p>Senior position</p>
<p><b><u>Responsibilities</u></b></p> <ul style="list-style-type: none"> <li>• Ensures the club has reliable and complete financial information</li> <li>• Prepares annual budgets and bi-monthly financial reports on spending</li> <li>• Ensures the club does not operate at a loss</li> <li>• Ensures annual tax returns are filed</li> <li>• Ensures all CRA remittances are completed accurately and on time</li> <li>• Ensures all payroll and other payables are remitted in a timely manner</li> </ul>		
<p><b><u>Reports To:</u></b></p> <p>Is a Member of the Board of Directors</p>	<p><b><u>Direct Reports</u></b></p> <p>Merchandise Coordinator, Bookkeeper</p>	

<p><b><u>Function</u></b></p> <p>Merchandise Coordinator</p>	<p><b><u># of People Required:1</u></b></p> <p><b><u>#of Volunteer Points: 14</u></b></p>	<p>Intermediate Position</p>
<p><b><u>Responsibilities</u></b></p> <ul style="list-style-type: none"> <li>• Maintain inventory of merchandise</li> <li>• Organize merchandise sales</li> <li>• Liaise with suppliers for best price/quality</li> <li>• Ensure profitability</li> </ul>		
<p><b><u>Reports To:</u></b></p> <p>Treasurer</p>	<p><b><u>Direct Reports</u></b></p> <p>None</p>	

**Function**                      **# of People Required:1**                      intermediate position  
**Bookkeeper**                      **#of Volunteer Points: 20**

<b><u>Responsibilities</u></b>	
<ul style="list-style-type: none"> <li>• Enters all accounting transactions in the accounting records</li> <li>• Maintains bank accounts: reconciliations, bank deposits etc</li> <li>• Prepares cheques for bill payments in keeping with bank balance</li> <li>• Remit HST and other CRA required remittances</li> <li>• Preparation of Child Tax Credit income tax receipts for each athlete</li> <li>• Summarize amounts for the Children Fitness Tax Credit receipt</li> <li>• Summarize HST balance and registration fee balance for the treasurer reports</li> <li>• Issue refunds as requested by the Registrar</li> </ul>	
<b><u>Reports To:</u></b>	<b><u>Direct Reports</u></b>
Treasurer	none

<p><b><u>Function</u></b></p> <p><b>OWP Representative</b></p>	<p><b><u># of People Required:1</u></b></p> <p><b><u>#of Volunteer Points: 14</u></b></p>	<p>Senior Position</p>
<p><b><u>Responsibilities</u></b></p> <ul style="list-style-type: none"> <li>• Represent the Club at all Ontario Water Polo (OWP) meetings as an elected member of the OWP board</li> <li>• Bring forward points related to tournaments, Club points of contact, Carding system, Sponsorship, and any other points pertinent to the Club</li> </ul>		
<p><b><u>Reports To:</u></b></p> <p>Board of Directors</p>	<p><b><u>Direct Reports</u></b></p>	

<p><b><u>Function</u></b></p> <p><b>Pool Coordinator</b></p>	<p><b><u># of People Required: 1</u></b></p> <p><b><u>#of Volunteer Points: 14</u></b></p>	<p>Intermediate Position</p>
<p><b><u>Responsibilities</u></b></p> <ul style="list-style-type: none"> <li>• Consolidate pool time requirements and produce the proposed schedules for the various Programs</li> <li>• Interface with the pool facility managers to effectively manage the annual pool contracts with the respective City and University facilities rental agencies, and obtain credits where required.</li> <li>• Ensure pool rental contracts are in place and duly signed within budget limits at the start of the water polo season</li> <li>• Manage additions and cancellations of contracted pool times with service providers</li> <li>• Liaise on a regular basis with pool staff to ensure that any issues related to the Club’s use of city or university pools are addressed promptly and effectively</li> <li>• Provide a point of contact within the club to assist in arranging special facilities use (eg. Meeting rooms or tournaments)</li> <li>• Consolidate the planned pool requirements for the upcoming season</li> <li>• Liaise with the various pool facilities managers to understand cancellations and plan alternatives</li> <li>• Manage pool requirements for special occasions such as Christmas and March Break</li> <li>• <b>Assisted by Pool Coordinator assistant</b></li> </ul>		
<p><b><u>Reports To:</u></b></p> <p>Board of Directors</p>	<p><b><u>Direct Reports</u></b></p> <p>None</p>	

<p><b><u>Function</u></b></p> <p><b>Team Managers</b></p>	<p><b><u># of People Required</u></b></p> <p>1 for Academy                  2 for Competitive Boys (U16, U19)                  2 for Competitive Girls (U16, U19)                  1 for ILWP</p> <p><b><u>#of Volunteer Points:</u></b></p> <p><b><u>Academy: 14</u></b></p> <p><b><u>Competitive:20</u></b></p> <p><b><u>ILWP: 2</u></b></p>	<p>intermediate position</p>
<p><b><u>Responsibilities</u></b></p> <ul style="list-style-type: none"> <li>• Act as a primary communication link between coaches, the Club, athletes, and parents</li> <li>• Ensure successful participation at tournaments and out of town games                         <ul style="list-style-type: none"> <li>• Gather and submit team rosters</li> <li>• Recruit chaperones as required</li> <li>• Prepare tournament budget</li> <li>• Organize travel and accommodations</li> </ul> </li> <li>• Report parents’ volunteer contributions</li> <li>• Act as primary interface for parents and athletes</li> <li>• Assist with code of conduct enforcement</li> <li>• Maintain information on players whose parents have not authorized use of their photograph</li> <li>• Maintain information on player special medical conditions and allergies</li> </ul> <p>(Full break-down of these duties is listed on the web site under admin</p>		
<p><b><u>Reports To:</u></b></p> <p>Board of Directors</p>	<p><b><u>Direct Reports</u></b></p> <p>Supporting functions as needed such as budgets coordinator, travel coordinator, team communications coordinator, ...</p>	

<p><b><u>Function</u></b></p> <p><b>Tournament Directors</b></p>	<p><b><u># of People Required: 1 per local tournament</u></b></p> <p><b><u>#of Volunteer Points: 14</u></b></p>	<p>intermediate position</p>
<p><b><u>Responsibilities</u></b></p> <ul style="list-style-type: none"> <li>• Liaising with Club coaches to determine:             <ul style="list-style-type: none"> <li>• Clubs to be invited</li> <li>• Tournament structure</li> <li>• Pool(s) to be used</li> <li>• Schedule</li> </ul> </li> <li>• Determine volunteer functions required</li> <li>• Recruit volunteers</li> <li>• Contact Referee Coordinator for tournament requirements</li> <li>• Contact potential teams</li> <li>• Prepare Tournament Finances             <ul style="list-style-type: none"> <li>• Determine costs (Pool time, coaches, medals, schedules, printing, et cetera)</li> <li>• Determine revenue (Team fees, fund raising, et cetera)</li> <li>• Ensure that the tournament generates more money than it costs!!</li> </ul> </li> <li>• Seek provincial/national sanction for the event (usually done through the club registrar)</li> <li>• Liaise with club personnel to post tournament information and results</li> <li>• Present medals to the winning teams</li> <li>• Liaise with the invited team coaches and head official to ensure their requirements are met</li> <li>• Liaise with Pool Officials to ensure that the tournament will run smoothly</li> <li>• Ensure that game results are posted promptly</li> <li>• Provide up to date information to all team managers, coaches and referees during the tournament</li> <li>• Be available on deck throughout the tournament</li> </ul>		
<p><b><u>Reports To:</u></b></p> <p>Board of Directors</p>	<p><b><u>Direct Reports</u></b></p> <p>All the volunteers required to run the tournament:</p> <ul style="list-style-type: none"> <li>- Deputy Tournament Director</li> <li>- Set-up Coordinator</li> <li>- Hospitality Suite Coordinator</li> <li>- Tournament Communications Coordinator</li> <li>- Fund Raising Coordinator</li> <li>- Sponsorship Coordinator</li> <li>- Minor Officials</li> </ul>	



<p><b><u>Function</u></b></p> <p><b>Volunteer Coordinator</b></p>	<p><b><u># of People Required: 1</u></b></p> <p><b><u>#of Volunteer Points: 14</u></b></p>	<p>Senior Position</p>
<p><b><u>Responsibilities</u></b></p> <ul style="list-style-type: none"> <li>• Create and maintain the Terms of Reference for all volunteer positions</li> <li>• Ensure that all volunteer functions get filled and provide for their orientation</li> <li>• Maintain the master contact list for all volunteers</li> <li>• Establish a volunteer incentive program             <ul style="list-style-type: none"> <li>• Ensure all roles are clearly defined and understood</li> </ul> </li> <li>• Review the role definitions and credit annually and update as required</li> </ul>		
<p><b><u>Reports To:</u></b></p> <p>Board of Directors</p>	<p><b><u>Direct Reports</u></b></p> <p>Volunteer Committee, Volunteer Points Tracker, Communications Coordinator, Media Relations Coordinator</p>	

<p><b><u>Function</u></b></p> <p>Volunteer Committee</p>	<p><b><u># of People Required:3</u></b></p> <p><b><u>#of Volunteer Points: 10</u></b></p>	<p>Apprentice</p>
<p><b><u>Responsibilities</u></b></p> <ul style="list-style-type: none"> <li>• Help draft and amend the volunteer Terms of Reference</li> <li>• Help draft and amend the volunteer incentive program</li> <li>• Help develop the media and communications plans</li> </ul>		
<p><b><u>Reports To:</u></b></p> <p>Volunteer Coordinator</p>	<p><b><u>Direct Reports</u></b></p>	

<p><b><u>Function</u></b></p> <p>Volunteer Points Tracker</p>	<p><b><u># of People Required: 1</u></b></p> <p><b><u>#of Volunteer Points: 10</u></b></p>	<p>Intermediate Position</p>
<p><b><u>Responsibilities</u></b></p> <ul style="list-style-type: none"> <li>Track the points earned by each family as part of the volunteer incentive program</li> </ul>		
<p><b><u>Reports To:</u></b></p> <p>Volunteer Coordinator</p>	<p><b><u>Direct Reports</u></b></p>	

<p><b><u>Function</u></b></p> <p>Communications Coordinator</p>	<p><b><u># of People Required: 1</u></b></p> <p><b><u>#of Volunteer Points: 14</u></b></p>	<p>Intermediate Position</p>
<p><b><u>Responsibilities</u></b></p> <ul style="list-style-type: none"> <li>• Read incoming emails to info@titanswaterpolo and redirect as appropriate</li> <li>• Check incoming postal mail and redirect as appropriate</li> <li>• Ensure all contact information and program information on the web site is maintained in a timely manner</li> <li>• Maintain a master list for mass email communications within the club</li> <li>• Ensure timely sending of Titans Newsletters</li> <li>• Ensure that other club functions are providing information in a timely manner (eg. BOD meeting notices and minutes, etc.)</li> <li>• Support other functions in communicating with the club</li> </ul>		
<p><b><u>Reports To:</u></b></p> <p>Volunteer Coordinator</p>	<p><b><u>Direct Reports</u></b></p> <p>Program Communications Primes Newsletter Prime</p>	

<p><b><u>Function</u></b></p> <p>Calendar Coordinator</p>	<p><b><u># of People Required</u></b></p> <p>At the discretion of the Communications Coordinator</p> <p><b><u># Volunteer Points:</u></b></p>	<p>Apprentice</p>
<p><b><u>Responsibilities</u></b></p> <ul style="list-style-type: none"> <li>• Ensure all calendar changes are reflected on the Titans web site</li> </ul>		
<p><b><u>Reports To:</u></b></p> <p>Communications Coordinator</p>	<p><b><u>Direct Reports</u></b></p> <p>none</p>	

<p><b><u>Function</u></b></p> <p>Program Communications Primes</p>	<p><b><u># of People Required</u></b></p> <p>1 for Recreational program 1 for Academy 1 for Competitive 1 for ILWP <b><u>#of Volunteer Points: 10</u></b></p>	<p>Intermediate Position</p>
<p><b><u>Responsibilities</u></b></p> <ul style="list-style-type: none"> <li>• Provide up to date and complete program information on your programs to the Web Master</li> <li>• Respond to phone calls, messages, incoming emails relevant to your program as directed by the communications coordinator</li> <li>• Use the email receiver list as maintained by the Team Manager to distribute communications within your program as required (eg. Meetings, Tournaments, etc.)</li> <li>• Provide communication services to the Team Manager as needed (eg. Confirm who will attend certain tournaments)</li> <li>• Ensure Tournament schedules are posted on the Titan’s website</li> </ul>		
<p><b><u>Reports To:</u></b></p> <p>Communications Coordinator and Team Manager / Program coordinator</p>	<p><b><u>Direct Reports</u></b></p> <p>None.</p>	

<p><b><u>Function</u></b>  Web Master</p>	<p><b><u># of People Required: 1</u></b>  <b><u>#of Volunteer Points: 14</u></b>  1</p>	<p>Intermediate Position</p>
<p><b><u>Responsibilities</u></b></p> <ul style="list-style-type: none"> <li>Maintain Titans website, including Newsletters, Bulletins, Tournament links, Calendar, Google docs posting, and Special events</li> </ul>		
<p><b><u>Reports To:</u></b>  Communications Coordinator</p>	<p><b><u>Direct Reports</u></b></p>	

<p><b><u>Function</u></b>  Newsletter Prime</p>	<p><b><u># of People Required: 1</u></b>  <b><u>#of Volunteer Points: 14</u></b></p>	<p>Intermediate Position</p>
<p><b><u>Responsibilities</u></b></p> <ul style="list-style-type: none"> <li>Coordinate incoming submissions and release the club Newsletter via email and web in a timely manner</li> <li>Work with the Communications Coordinator to keep the email distribution list up to date</li> </ul>		
<p><b><u>Reports To:</u></b>  Communications Coordinator</p>	<p><b><u>Direct Reports</u></b>  None.</p>	

<p><b><u>Function</u></b></p> <p><b>Media Relations Coordinator</b></p>	<p><b><u># of People Required: 1</u></b></p> <p><b><u>#of Volunteer Points: 14</u></b></p>	<p>Intermediate Position</p>
<p><b><u>Responsibilities</u></b></p> <ul style="list-style-type: none"> <li>• Increase the profile of the Club by various means such as news releases, articles, advertisements, TV and radio coverage, live interviews, posters, et cetera</li> <li>• Develop and implement a media plan that encompasses:             <ul style="list-style-type: none"> <li>• Purpose</li> <li>• Target market</li> <li>• Secondary markets</li> <li>• Messages to be communicated</li> <li>• Media sources to be exploited</li> <li>• Action Plan</li> </ul> </li> </ul>		
<p><b><u>Reports To:</u></b></p> <p>Board of Directors</p>	<p><b><u>Direct Reports</u></b></p> <p>None.</p>	

<p><b><u>Function</u></b></p> <p><b>New Athlete Recruitment Committee</b></p>	<p><b><u># of People Required: 3</u></b></p> <p><b><u>#of Volunteer Points: 10</u></b></p>	<p>Apprentice</p>
<p><b><u>Responsibilities</u></b></p> <ul style="list-style-type: none"> <li>• Take the leadership role in ensuring the on-going viability of the Titans Waterpolo Club through the active recruitment of new players</li> <li>• Brainstorm recruitment initiatives and put these initiatives in place subject to board approval.</li> <li>• Liaise with the OWP on potential programs</li> <li>• Liaise with the Media Relations Coordinator to get recruiting messages released to the media</li> </ul>		
<p><b><u>Reports To:</u></b></p> <p>Board of Directors</p>	<p><b><u>Direct Reports</u></b></p> <p>None.</p>	



<p><b><u>Function</u></b></p> <p><b>Sponsorship Committee</b></p>	<p><b><u># of People Required: 3</u></b></p> <p><b><u>#of Volunteer Points: 10</u></b></p>	<p>Apprentice</p>
<p><b><u>Responsibilities</u></b></p> <ul style="list-style-type: none"> <li>Identify and approach potential sponsors</li> </ul>		
<p><b><u>Reports To:</u></b></p> <p>Board of Directors</p>	<p><b><u>Direct Reports</u></b></p> <p>None.</p>	

<p><b><u>Function</u></b></p> <p><b>Fundraising Committee</b></p>	<p><b><u># of People Required: 3</u></b></p> <p><b><u>#of Volunteer Points: 10</u></b></p> <p>3</p>	<p>Apprentice</p>
<p><b><u>Responsibilities</u></b></p> <ul style="list-style-type: none"> <li>• Take the leadership role in establishing viable fundraising programs</li> <li>• Coordinate and execute on the fundraising initiatives</li> </ul>		
<p><b><u>Reports To:</u></b></p> <p>Board of Directors</p>	<p><b><u>Direct Reports</u></b></p> <p>Other members of the fundraising committee</p>	

<p><b><u>Function</u></b>   <b>Social Committee</b></p>	<p><b><u># of People Required: 3</u></b>   <b><u>#of Volunteer Points: 10</u></b></p>	<p>Apprentice</p>
<p><b><u>Responsibilities</u></b></p> <ul style="list-style-type: none"> <li>• Organize at least one annual Banquet / Awards Night as required by the club Constitution.</li> <li>• Ensure all events are revenue neutral or profitable</li> </ul>		
<p><b><u>Reports To:</u></b>                   Board of Directors</p>	<p><b><u>Direct Reports</u></b>                   None</p>	