Ottawa Titans Water Polo

Volunteer Functions

2012

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Volunteer Administrative Functions

Contents

Introduction	3
Mentorship	3
Position Designation	4
Senior	4
Intermediate	4
Apprentice	4
Volunteer Main Structure	5
Club President	6
Vice-President	7
Board of Directors	8
Registrar	9
Treasurer	10
Merchandise Coordinator	11
Bookkeeper	12
Payroll	13
PayPal Webmaster	13
OWP Representative	14
Operations Coordinator	15
Pool Coordinator	16
Coach coordinator	17
Team Management Structure	18
Team Manager Coordinator	19
Team Managers	20
Team Budget Coordinator	21
Team Travel Coordinator	21
Police Check Coordinator	22
Tournament Coordinator	23
Equipment Manager	24
Referee Coordinator	24

Tournament Directors	25
Volunteer Coordinator	26
Volunteer Committee	27
Volunteer Points Tracker	28
Communications Coordinator	29
Calendar Coordinator	29
Program Communications Primes	30
Web Master	31
Newsletter Prime	31
Media Relations Coordinator	32
New Athlete Recruitment Committee	33
Sponsorhip Committee	34
Fundraising Committee	35
Social Committee	36

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.

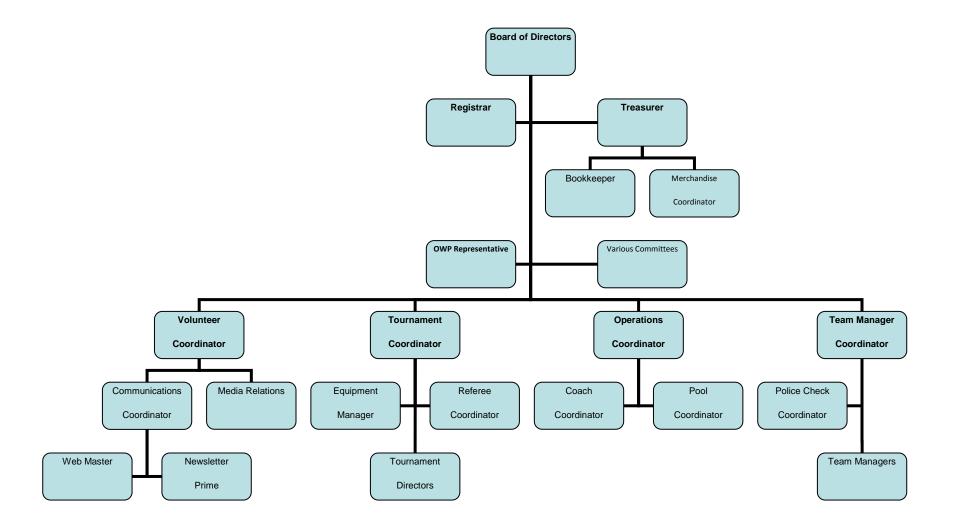
Intermediate

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



<u>Function</u>	# of People Required	Senior Position
Club President	1	Minimum 1 year served as Director prior to position

- Viability and operation of the Club
- Govern water polo activities of the coaches, employees, volunteers, members, players, and individuals as laid out by the Club Charter and Constitution
- Hold an Annual General Meeting
- Chair meetings of the Board of Directors
- Sign on behalf of the Club all By-Laws, documents and certificates
- Coordinate the work of the Board of Directors
- Represent the Club at all meetings or functions of senior water polo bodies
- Represent the Club within the community
- Serve as an ex officio member of all committees of the Club
- Assume from time to time other duties as may be determined by the Board of Directors
- 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.

Reports To:	Direct Reports
Titans Membership	Board of Directors

<u>Function</u>	# of People Requ	<u>uired</u>	Senior Position
Vice-President	1		
Responsibilities			
1	detailed within the To the President in his/h		lent) as delegated by the President
Reports To:		Direct Repor	<u>ts</u>
Club President			

<u>Function</u>	# of People Required	intermediate position
Board of Directors	5	

- Manage, order, administer, and direct the affairs of the Club
- 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
- Authorize the borrowing of money on the credit of the club, and the issuing, sale or pledging of the securities of the Club
- Determine Club membership and registration fees, other fees, dues, and levies
- Adopt, amend, revise, revoke or repeal the Regulations of the Club
- Enact, alter, amend repeal or revoke the By-Laws of the Club
- Review and approve all water polo activities, programs, and undertakings of the Club
- 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
- Establish, appoint and direct the work of various committees to advise the Board on general or specific issues
- Direct any undertaking necessary to provide the Club with sound and effective administration
- Create policies as required

Reports To:	<u>Direct Reports</u>
Club President	

<u>Function</u>	# of People Required	Senior Position
Registrar	1	

- Coordinate all incoming registrations
- Respond to e-mails and enquiries related to registration
- Calculate pro-rated fees for the athletes who registered during the season
- Calculate refund for the athletes who withdraw during the season
- Maintain records on which registration fees are payable and paid to Ontario Water Polo
- Maintain records on Volunteer registration fees and corresponding rebates to and from Ontario Water Polo
- 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
- 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.
- 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.
- Work with the Communications Coordinator to keep the email distribution list up to date
- Provide all team managers with up to date information on team membership

Reports To:	Direct Reports
Is a Member of Board of Directors	Could have assistant registrars as required

<u>Function</u>	# of People Required	Senior position
Treasurer	1	

- Ensures the club has reliable and complete financial information
- Prepares annual budgets and bi-monthly financial reports on spending
- Ensures the club does not operate at a loss
- Ensures annual tax returns are filed
- Ensures all CRA remittances are completed accurately and on time
- Ensures all payroll and other payables are remitted in a timely manner

Reports To:	<u>Direct Reports</u>
Is a Member of the Board of Directors	Merchandise Coordinator, Bookkeeper, PayPal Webmaster, Payroll

<u>Function</u>	# of People Required	Intermediate Position
Merchandise Coordinator	1	

- Maintain inventory of merchandise
- Organize merchandise sales
- Liaise with suppliers for best price/quality
- Ensure profitability

Reports To:	<u>Direct Reports</u>
Treasurer	None

<u>Function</u>	# of People Required	intermediate position
Bookkeeper	1	

- Enters all accounting transactions in the accounting records
- Maintains bank accounts: reconciliations, bank deposits etc
- Prepares cheques for bill payments in keeping with bank balance
- Remit HST and other CRA required remittances
- Preparation of Child Tax Credit income tax receipts for each athlete
- Summarize amounts for the Children Fitness Tax Credit receipt
- Summarize HST balance and registration fee balance for the treasurer reports
- Issue refunds as requested by the Registrar

Reports To:	<u>Direct Reports</u>
Treasurer	none

<u>Function</u>	# of People Req	<u>uired</u>	Apprentice
Payroll	At the discretion of	the Treasurer	
 Prepares payroll based on coach contracts Manages payroll direct deposit and ensures coaches are paid on time Prepares tax documentation (T4s, T4As,) 			
Reports To: Direct Reports			
Treasurer		none	

<u>Function</u>	# of People Required	Apprentice
PayPal Webmaster	At the discretion of the Treasurer	

- Keep online Titans Store up to date with all required payments
- Setup online Titans Store for recurrent payments for annual fees
- Invoicing of club families for dues using PayPal invoicing as required
- PayPal Report preparation: Weekly reports to anyone having an interest in incoming payments (registrar, team managers arranging tournaments, etc.)
- initiating refunds through PayPal,
- request funds transferred from PayPal to Titan's bank account,
- set up special transactions

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Reports To:	Direct Reports
Treasurer	none

Board of Directors

<u>Function</u>	# of People Requ	<u>iired</u>	Senior Position
OWP Representative	1		
<u>Responsibilities</u>			
 Represent the Club at all Ontario Water Polo (OWP) meetings as an elected member of the OWP board Bring forward points related to tournaments, Club points of contact, Carding system, Sponsorship, and any other points pertinent to the Club 			
Reports To:		Direct Repor	<u>ts</u>

<u>Function</u>	# of People Required	Senior Position
Operations Coordinator	1	

- Work with the Head Coach to establish the Competitive and Recreational programs
- Prepare costs for each program
- Based on input from the Head Coach, determine pool requirements for each program

Reports To:	Direct Reports
Board of Directors	Coach Coordinator, Pool Coordinator

<u>Function</u>	# of People Required	Intermediate Position
Pool Coordinator	1	

- Consolidate pool time requirements and produce the proposed schedules for the various Programs
- 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.
- Ensure pool rental contracts are in place and duly signed within budget limits at the start of the water polo season
- Manage additions and cancellations of contracted pool times with service providers
- 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
- Provide a point of contact within the club to assist in arranging special facilities use (eg. Meeting rooms or tournaments)
- Consolidate the planned pool requirements for the upcoming season
- Liaise with the various pool facilities managers to understand cancellations and plan alternatives
- Manage pool requirements for special occasions such as Christmas and March Break

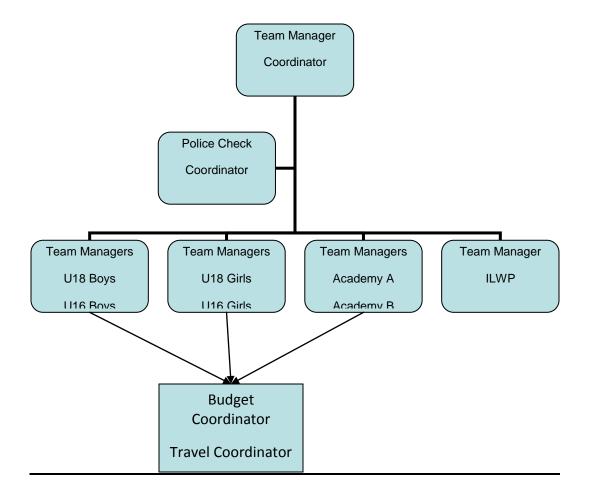
Reports To:	<u>Direct Reports</u>
Operations Coordinator	None

<u>Function</u>	# of People Required	Intermediate Position
Coach coordinator	1	

- Coordinate with the coaches to ensure that employment contracts are in place
- Review compensation to understand our competitive compensation position
- Coordinate with the Board of Directors for salary budgets and to ensure Board of Director approved and signed contracts are in place with the coaches
- Contribute planning information for coaching requirements for upcoming season
- Contribute to recruiting new coaches as required
- Review coach performance with Head Coaches each season against objectives
- Ensure Titans Payroll system is in place and that coaches are being paid and reimbursed for their expenses in a timely manner
- Liaise with the coaches, Ontario Water Polo and Water Polo Canada for professional development
- Support the coaches with any clerical requirements such as printing manuals

Reports To: Direct Reports	
Operations Coordinator	None

Team Management Structure



<u>Function</u>	# of People Required	Senior Position
Team Manager	1	
Coordinator		

- Supervise the team managers in their coordination of team travel arrangements (hotels, transportation, budgeting, logistics, etc) in accordance with the Club Tournament Policy.
- Review team managers' tournament budgets in accordance with the Club Tournament Policy and authorize to reimburse expenses as per the approved claimed expenses
- Assist with the recruitment and training of volunteer team managers
- Maintain tournament budget master spreadsheet
- Maintain Tournament Policy document
- Review Tournament Budgets
- Approve Tournament Budgets
- Liaise with Travel Bookings Advisor
- Request Reimbursement Payments
- Maintain Financial Records for Tournaments
- Perform bank reconciliations with respect to tournaments

Reports To:	Direct Reports	
Board of Directors	All Team Managers	
	Police Check Coordinator	

<u>Function</u>	# of People Required	intermediate position
Team Managers	1 for Academy 2 for Competitive Boys (U16, U18) 2 for Competitive Girls (U16, U18) 1 for ILWP	

- Act as a primary communication link between coaches, the Club, athletes, and parents
- Ensure successful participation at tournaments and out of town games
 - Gather and submit team rosters
 - Recruit chaperones as required
 - Prepare tournament budget
 - Organize travel and accommodations
- Report parents' volunteer contributions
- Act as primary interface for parents and athletes
- Assist with code of conduct enforcement
- Maintain information on players whose parents have not authorized use of their photograph
- Maintain information on player special medical conditions and allergies

(Full break-down of these duties is listed on the web site under admin

Reports To:	<u>Direct Reports</u>
Team Manager Coordinator	Supporting functions as needed such as budgets coordinator, travel coordinator, team communications coordinator,

<u>Function</u>	# of People Required		Apprentice
Team Budget Coordinator	At discretion of the applicable Team Manager		
Responsibilities			
- Prepare tournament budgets as required			
Reports To: Dire		Direct Repor	<u>ts</u>
Team Manager		none	

<u>Function</u>	# of People Requ	<u>uired</u>	Apprentice
Team Travel Coordinator	At discretion of the Team Manager	applicable	
Responsibilities - Make travel arrangements (hotel and transportation) for tournaments as required by Team Managers			
Reports To: Direct Reports		<u>ts</u>	
Team Manager		none	

<u>Function</u>	# of People Required	Apprentice
Police Check Coordinator	1	

- Maintain a list of club volunteers who have had a criminal reference check passed
- Ensure Criminal Reference Checks are done for all coaches per the required interval
- Solicit applications for criminal reference checks for all chaperones
- Maintain a pool of qualified chaperones

Reports To:	<u>Direct Reports</u>
Team Manager Coordinator	None

<u>Function</u>	# of People Required	Senior Position
Tournament Coordinator	1	

- Recruit Tournament Directors
- Liaise with head coach and Board President to schedule local tournaments
- Mentor Tournament Directors
- Maintain reusable documents to provide support for tournament directors
- Provide guidance and general support to Tournament Directors
- Responsible to coordinate submission of requests for grants that are specific to tournaments (eg. City of Ottawa business development) in a timely manner.
- Provide guidance to tournament directors to ensure profitability of tournaments.

Reports To:	<u>Direct Reports</u>
Board of Directors	Referee Coordinator, Equipment Manager, Tournament Directors

<u>Function</u>	# of People Required	Intermediate Position
Equipment Manager	1	

- Coordinate with the coaches to ensure that necessary equipment is in working order and available. This includes all items necessary to maintain equipment used in practices and in hosted tournaments
- Maintain an inventory of what equipment is at what pools. Ensure that equipment is not "lost".
- Ensure secure storage of critical equipment such as the game clock
- Ensure necessary maintenance to critical equipment such as the game clock such that it is maintained in good working order
- Liaise with Treasurer and coaches to purchase necessary tools and items required to repair equipment
- With Board approval, contract for outside services where work is unable to be performed by Club volunteers
- Ensure that the game clock is installed and working correctly when needed to events such as tournaments

Reports To:	Direct Reports
Tournament Coordinator	None

<u>Function</u>	# of People Required	Intermediate Position
Referee Coordinator	1	

<u>Responsibilities</u>

- Ensure that there are a sufficient number of trained referees to support our local tournaments
- Recruit and arrange for training/certification of new referees

Reports To:	Direct Reports
Tournament Coordinator	None.

<u>Function</u>	# of People Required	intermediate position
Tournament Directors	1 per local tournament	

- Liaising with Club coaches to determine:
 - Clubs to be invited
 - Tournament structure
 - Pool(s) to be used
 - Schedule
- Determine volunteer functions required
- Recruit volunteers
- Contact Referee Coordinator for tournament requirements
- Contact potential teams
- Prepare Tournament Finances
 - Determine costs (Pool time, coaches, medals, schedules, printing, et cetera)
 - Determine revenue (Team fees, fund raising, et cetera)
 - Ensure that the tournament generates more money than it costs!!
- Seek provincial/national sanction for the event (usually done through the club registrar)
- Liaise with club personnel to post tournament information and results
- Present medals to the winning teams
- Liaise with the invited team coaches and head official to ensure their requirements are met
- Liaise with Pool Officials to ensure that the tournament will run smoothly
- Ensure that game results are posted promptly
- Provide up to date information to all team managers, coaches and referees during the tournament
- Be available on deck throughout the tournament

Reports To:	<u>Direct Reports</u>	
Tournament Coordinator	All the volunteers required to run the tournament:	
	 Deputy Tournament Director Set-up Coordinator Hospitality Suite Coordinator Tournament Communications Coordinator Fund Raising Coordinator Sponsorship Coordinator Minor Officials 	

<u>Function</u>	# of People Required	Senior Position
Volunteer	1	
Coordinator		

- Create and maintain the Terms of Reference for all volunteer positions
- Ensure that all volunteer functions get filled and provide for their orientation
- Maintain the master contact list for all volunteers
- Establish a volunteer incentive program
 - Ensure all roles are clearly defined and understood
- Review the role definitions and credit annually and update as required

Reports To:	Direct Reports
Board of Directors	Volunteer Committee, Volunteer Points Tracker, Communications Coordinator, Media Relations Coordinator

<u>Function</u>	# of People Requ	<u>iired</u>	Apprentice
Volunteer Committee	3		
Responsibilities			
 Help draft and amend the volunteer Terms of Reference Help draft and amend the volunteer incentive program Help develop the media and communications plans 			
Reports To: Direct Reports			
Volunteer Coordinator			

<u>Function</u>	# of People Requ	<u>uired</u>	Intermediate Position
Volunteer Points Tracker	1		
Responsibilities			
Track the points earned by each family as part of the volunteer incentive program			
Reports To: <u>Direct Reports</u>			
Volunteer Coordinator			

<u>Function</u>	# of People Required	Intermediate Position
Communications Coordinator	1	

- Read incoming emails to info@titanswaterpolo and redirect as appropriate
- Check incoming postal mail and redirect as appropriate
- Ensure all contact information and program information on the web site is maintained in a timely manner
- Maintain a master list for mass email communications within the club
- Ensure timely sending of Titans Newsletters
- Ensure that other club functions are providing information in a timely manner (eg. BOD meeting notices and minutes, etc.)
- Support other functions in communicating with the club

Reports To:	<u>Direct Reports</u>	
Volunteer Coordinator	Program Communications Primes	
	Newsletter Prime	

<u>Function</u>	# of People Required	Apprentice
Calendar Coordinator	At the discretion of the Communications Coordinator	
Responsibilities Trauma all calculated any the Titana wash site		

Ensure all calendar changes are reflected on the Titans web site

Reports To:	<u>Direct Reports</u>
Communications Coordinator	none

<u>Function</u>	# of People Required	Intermediate Position
Program Communications Primes	1 for Recreational program 1 for Academy 1 for Competitive 1 for ILWP	

- Provide up to date and complete program information on your programs to the Web Master
- Respond to phone calls, messages, incoming emails relevant to your program as directed by the communications coordinator
- Use the email receiver list as maintained by the Team Manager to distribute communications within your program as required (eg. Meetings, Tournaments, etc.)
- Provide communication services to the Team Manager as needed (eg. Confirm who will attend certain tournaments)
- Ensure Tournament schedules are posted on the Titan's website

Reports To:	Direct Reports
Communications Coordinator and Team Manager / Program coordinator	None.

Function # of People Requ		<u>uired</u>	Intermediate Position
Web Master	1		
 Responsibilities Maintain Titans website, including Newletters, Bulletins, Tournament links, Calendar, CanSport, Google docs posting, and Special events 			
Reports To: Communications Coordinator		Direct Repor	<u>ts</u>

<u>Function</u>	# of People Required	Intermediate Position
Newsletter Prime	1	

- Coordinate incoming submissions and release the club Newsletter via email and web in a timely manner
- Work with the Communications Coordinator to keep the email distribution list up to date

Reports To:	<u>Direct Reports</u>
Communications Coordinator	None.

<u>Function</u>	# of People Required	Intermediate Position
Media Relations Coordinator	1	

- Increase the profile of the Club by various means such as news releases, articles, advertisements, TV and radio coverage, live interviews, posters, et cetera
- Develop and implement a media plan that encompasses:
 - Purpose
 - Target market
 - Secondary markets
 - Messages to be communicated
 - Media sources to be exploited
 - Action Plan

Reports To:	<u>Direct Reports</u>
Operations Coordinator	None.

<u>Function</u>	# of People Required	Apprentice
New Athlete Recruitment Committee	3	

- Take the leadership role in ensuring the on-going viability of the Titans Waterpolo Club through the active recruitment of new players
- Brainstorm recruitment initiatives and put these initiatives in place subject to board approval.
- Liaise with the OWP on potential programs
- Liaise with the Media Relations Coordinator to get recruiting messages released to the media

Reports To:	Direct Reports
Board of Directors	None.

<u>Function</u>	# of People Required		Apprentice
Sponsorhip	3		
Committee			
Responsibilities			
Identify and approach potential sponsors			
Reports To:		Direct Repor	<u>ts</u>
Board of Directors		None.	

Function # of People Req		<u>uired</u> Apprentice
Fundraising Committee	3	
 Responsibilities Take the leadership role in establishing viable fundraising programs Coordinate and execute on the fundraising initiatives 		
Reports To:		<u>Direct Reports</u>
Board of Directors		Other members of the fundraising committee

<u>Function</u>	# of People Requ	<u>uired</u>	Apprentice
Social Committee	3		
 Responsibilities Organize at least one annual Banquet / Awards Night as required by the club Constitution. Ensure all events are revenue neutral or profitable 			
Reports To:		Direct Reports	
Board of Directors		None	