



PASC Manager Advisory Policy

Updated: February 2018

A team Manager can be incredibly effective in the success of a team. The Manager can create an encouraging and positive social environment, create smooth communication between Team, Coach and Board, and most importantly act in a supportive role to the Coach in ensuring the Coach can focus on leading the team to success.

To ensure the ultimate success of a team, it is imperative that a Manager and the Coach have a positive and active working relationship. If there is a breakdown in this relationship or the Coach finds the Manager is not helping in a manner in line with the needs of the Team there can be undue stress and a stall in progression of the team. Similarly, if Team Members find that the Manager is not working in the best interest of the team as a whole, this too can create a barrier to success and block creation of the cohesiveness of the team.

A Manager also acts as a representative of PASC and their PASC Team when communicating with the Board, other teams and clubs, and any other entity when using the title of PASC Team Manager. Therefore there is an expectation that the Manager practices all guidelines in the [Parent Behavior Policy](#) and follows all [PASC Policies](#) in order to set a standard for other parents to follow.

The manager is given support by way of access to advice from Board Members, specifically the PASC Manager Coordinator, other experienced managers, [Manager & Staff Handbook](#), access to all [PASC Policies](#), and Manager Meetings. Managers are asked to reach out to the PASC Manager Coordinator or any other Board Member if they are unsure of any tasks or responsibilities so that mentoring can be put into action.

If the Board, Coach, or Team Members can find reasons that the Manager is deterring from PASC Policies, responsibilities and/or expectations the following Advisory Action shall be applied.

Advisory Action

The Coach should be contacted as the first line of communication by anyone concerned with Manager conduct, actions, or behaviors. Coaches should do their best to communicate concerns with Manager to find a resolution and take steps in discovery of where a problem exists if any. If there is no resolution or continued issues arise then communication should be escalated to the PASC Manager Coordinator, or other Board Member, and/or DOC. Actions/behaviors of Manager will be discussed with open communication between the Manager, Coach and/or Board Member or DOC if deemed appropriate. The Manager will be given an opportunity to explain any

factors related to action/behavior in question. If action/behavior is determined to require intervention, the Coach and/or Board Member or DOC will discuss the matter of concern with Manager and offer advice and on how to improve. This will only take place if both the Manager wants to continue to hold position and the Coach agrees to allow Manager to continue. The Manager will be monitored for improvement. If there is a lack of improvement, or it is deemed that the Manager is unwilling or unable to make improvements, or there are continued complaints from Team Members/Coach/Board Members, the Manager may be asked to step down and another Manager will be nominated, with the help of the Coach, to replace the Manager.

If at any time a *Coach* finds that the Manager is not a good fit for the team for any reason, the Coach may ask the Manager to step down without any approval from the Board or Team Members or need to go through the process of Advisory Action. It is however advised that the Coach reach out the their DOC and/or Manager Coordinator for advice prior to taking such action to ensure all possible options have been exercised such as possible Advisory Action if deemed appropriate.

If at any time the *Board* finds the Manager is not representing PASC, a PASC Team, or a Coach in line with PASC Policies the Board, after communication with the Coach, can ask the Manager to step down with or without the approval of the Coach or Team Members. The Board can bypass the Advisory Action if they find a Manager's behavior or actions warrants an immediate removal.

The *Team Members*, on their own, cannot ask a Manager to step down. If Team Members have concerns or complaints regarding a Manager they should contact the Coach as the first line of communication. If there is no resolution, Team Members are asked to contact the DOC and/or PASC Manager Coordinator to express concerns or complaints as described above.

Possible Reasons for Advisory Action or Immediate Removal of Manager (based on severity)

- Manager acts in a manner inconsistent with PASC Policies
- Manager exhibits behavior that is not in line with the [Parent Behavior Policy](#). Including involvement in any coaching decisions (ie play time, position of players or who should be on the team), ignoring requests to make an appointment with Coach to discuss team administrative matters, yelling at referees/coaches/parent/players during a game or practice, approaching the Coach to discuss matters at inappropriate times such as during a game or practice, not acting inclusive of all team members, undermining the Coach's requests for the team by not carrying out Coach's requests or taking action on behalf of the the Team without the Coach's consent.
- Manager communicates by email/ph/in person etc. with any PASC member, including Coaches, Team Players, Parents, or Board members that is aggressive, derogatory, or disrespectful in nature.
- Manager cannot or can no longer fulfill administrative duties as a Manager as described in the Manager Handbook.

- Manager displays lack of communication with Coach or Team Members that proves to block success of team
- Manager disrupts or causes undue distractions at PASC events such as meetings, including but not limited to, Team Meetings, AGM meetings, Manager Meetings or Club Picnics or other social Club gatherings
- Manager creates their own policies rather than using policies already set in place by PASC without prior approval from the Board.
- Manager allows players who are not registered or players who have not fulfilled their financial obligations to Club or Team to be at practice, placed on rosters, produces players pass or allows player to participate in any PASC activity or event. This applies to all players (practice, scholarship, full time players etc).