



Parent Liaison Position Description

Overview

The Parent Liaison provides a communication link between parents and coaches during the swim season. By listening to parents and bringing their concerns forward to coaches, the Parent Liaison can help resolve conflicts and problems, as well as help to improve general communication by providing feedback and suggestions to the RDMSC Executive regarding ongoing concerns. The Parent Liaison can also encourage parents to ensure that they are providing positive feedback to their coaches on an on-going basis.

Responsibilities

In receiving information from a parent, the Parent Liaison should:

- Remind parents about the 24-hour rule (i.e. Having parents think over their concerns over the next day before raising issues)
- Respond to parent concerns privately and with undivided attention
- Actively listen to the parent concern
- Ask questions if unclear about the concern
- Paraphrase and summarize the concern to the parent (i.e., focus on what was said, reflect only the essentials, and include a description of how it made the speaker feel)
- Elicit input from the parent as to how they feel the problem might be resolved as well as what they would like you to do with their concern
- Check in with the parent regarding the resolution to the issue

Parents have the right to ask that their concerns be addressed anonymously with coaches.

In discussing conflicts with a coach, the Parent Liaison should:

- Ensure that the concern is brought to the coach without the emotion that was expressed by the parent
- Relay the concern clearly and concisely without judgement or commentary
- Listen and reflect the coach's feelings
- Ask the coach for input as to how the problem may be solved
- Check in with the coach regarding the resolution to the issue

The Parent Liaison should record in writing information received from both parties and document how the issue was resolved or attempted to be resolved. If the concern or dispute is not resolved through this process, the Parent Liaison should make the documentation available to the Vice President, where it will be addressed as the last step in the process.

Term: 1 years

Time Commitment

May – August: 1-2 hours/month