



## **CAYMAN ISLANDS AMATEUR SWIMMING ASSOCIATION**

### **REPRESENTATIVE TEAM MANAGER TERMS OF REFERENCE & JOB DESCRIPTION**

#### **Position Description**

The Team Manager's role will commence with the initial organisation of the tour and conclude upon submission of a post-meet report to the CIASA Board of Directors following the meet. The Team Manager has the overall authority of the team whilst the tour is taking place. The term "team" refers to all Athletes, Coaches and Support Staff. This position works under the direction of the CIASA Technical Director or the CIOC Chef De Mission<sup>1</sup> before, during and after the tour is taking place to ensure the success of the activity. Team Manager's travel, accommodation and food expenses are covered as part of the travel budget.

#### **Terms of Reference**

- Team Managers provide supervision for the swimmers during the trip.
- Team Managers are in attendance at all team events for the well-being of the swimmers; therefore, they must refrain from making personal/social arrangements.
- Team Managers cannot officiate at meets.
- Team Managers should remain flexible about arrangements, and remain calm about minor inconveniences.
- Team Managers act in loco parentis, and must be ready to assume responsibility for swimmers in the event of accident or illness, or any other personal or team crisis.

#### **Reporting Relationships**

The Team Manager and Head Coach work together and each reports to the Chairman of the Representative Team Committee (RTC) who will act on behalf of the CIASA Board of Directors, the CIASA Technical Director or the CIOC Chef de Mission in reverse order depending on who is in attendance on the trip.

The Team Manager will oversee Assistant Team Managers and/or Team Chaperones.

Note – in some cases, the Head Coach will also act as the Team Manager.

#### **Duties / Responsibilities**

A Team Manager's commitment is required before, during and following the Representative Team meet and among other things, a Team Manager will be responsible for assisting and/or overseeing the following:

1. Work closely with the CIOC, Chef de Mission, CIASA Technical Director, RTC Chairman and Head Coach in the lead up to the tour, co-ordinating and collecting athlete's documentation, including all relevant team details, records, entries, passports, visas, team agreements, code of conduct forms and child protection forms, as well as anything else deemed necessary for the tour.

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<sup>1</sup> The Chef de Mission (CDM) is the name given to the person from each Country who is responsible for looking after all staff, athletes and officials from all sports for their own country's governing body, in Cayman's case, the CIOC.

2. Be responsible and accountable for all athletes whilst the tour is taking place. This includes the safety and well-being of all members, and ensuring that athletes are never left unattended for any period of the tour.
3. Assist with the planning, coordination and implementation of the tour.
4. Assist with the coordination of all travel arrangements, including air, hotel and ground transportation.
5. Complete pre event research on the venue for the competition so contingency plans can be arranged if required.
6. Logistical support to coaching staff including sizing/ordering of team gear
7. Liaise with the Head Coach of the tour on competition and training matters and provide assistance to the Coaching staff, whilst competition and training are taking place.
8. Coordinate relevant team meetings and provide team newsletters if required.
9. Planning and coordinating team building functions
10. Organize the arrangement of any media matters in consultation with CIASA's Public Relations Officer.
11. Be aware of and be able to effectively implement emergency procedures if such a situation arose. At a minimum, this will include the following:
  - a. Travelling with a properly stocked First Aid Kit
  - b. Being aware of emergency/contingency plans of the host hotel and meet venues.
12. Assist with the planning of the Rooming Lists and the implementation of them.
13. Provide a daily itinerary in consultation with the CIOC Chef de Mission, the CIASA Technical Director and/or the Head Coach, so all members of the team are aware of the daily activities.
14. When asked, attend Team Leader Meetings at Competitions/Meets.
15. Coordinate all meal times and snacks whilst the tour is in progress and ensure all team members are adequately fed and hydrated, so as performances are not hindered.
16. Supervise the Marshalling of the tour's athletes during competition.
17. When asked by the CIOC Chef de Mission, the Technical Director or the Head Coach, put forward any protests on behalf of the team at competitions/meets.
18. Responsible for the Cayman Islands Team Flag/Signs.
19. Be present at or call for any necessary disciplinary meetings involving any team member, including reporting same to the RTC Chairman (verbal and written).
20. Assist athletes with any doping tests or insure that there is a same sex staff member to do so
21. Act as the main contact between the team, parents, staff and other organizations (i.e. Airlines, Hotels, transport providers and Swimming organizations).
22. Provide Manager and Financial Reports to CIASA at the conclusion of the tour.
23. If also a swim parent, the Team Manager is expected to travel with the team even if their child is not selected for the team.

## **Qualifications / Experience / Attributes**

1. Previous experience as a Manager on at least two previous CIASA and/or Club Tours or equivalent or have equivalent international experience traveling with teams.
2. Excellent communication skills (written and verbal)
3. Extremely well organized and ability to manage conflicting demands and pressures
4. Ability to remain calm under pressure
5. Strong and Effective Leadership Skills
6. An ability to problem solve quickly and to implement these solutions effectively.
7. Well groomed and impeccable presentation
8. Ability to meet deadlines and priorities tasks
9. Ability to work effectively in a team environment and in close collaboration with the CIOC Chef de Mission, the Chairman of the RTC, the CIASA Technical Director and the Head Coach.
10. Competent word processing skills
11. Must hold a current Driver's License

12. Must have up-to-date health insurance
13. Must have up-to-date travel documents well in advance of overseas travel which will be valid 6 months after the conclusion of the last date of competition for the event in question.
14. Knowledge of the sport of swimming is desirable

## Code of Conduct

Team Managers at all times shall conduct themselves in a manner befitting a CIOC and CIASA representative, and must sign and observe the attached CIOC and CIASA Code of Conduct.

## Responsibilities

1. The Managers responsibility starts with assisting in the organisation of the tour and ends upon submission of a post-meet report to the CIASA Board of Directors following the meet. Once travel commences, the Team Manager is expected to be available at all times to assist swimmers and coaches with any non-swimming related issues that may arise during the trip. A typical swim meet day is a minimum 6:30am - 11:30pm job. Team Managers need to be ready well before breakfast to ensure that all swimmers are up and ready to go. A Team Manager's daily job typically concludes by ensuring swimmers meet curfew at the hotel and advising swimmers from other teams to be quiet.
2. Attend staff meetings of the team manager and coaching staff before and during the trip to discuss specifics of the trip and any issues that may arise.
3. In conjunction with the CIOC, Technical Director and Coaching staff, plan and co-ordinate team building functions.
4. In conjunction with the CIOC, Technical Director/RTC Chairman, the Team Manager is responsible for ensuring all required forms have been properly completed, signed, and submitted by all swimmers and parents prior to departure. These include all the forms in the Travel Packet and any special permission letters from parents which a swimmer might need.
5. Obtain and hold medical releases, profile forms, passports, code of conduct agreements, contingency funds, rooming list etc.
6. Be familiar with the Emergency Medical Forms of the athletes. Some may have specific needs that require assistance:
  - a. Determine if any swimmers have any special needs or specific dietary requirements and determine if those requirements can be met during the trip. If not, notify the RTC chairman and the CIASA Technical Director immediately.
  - b. Medication should never be administered without instructions and permission from parents.
  - c. Watch for concerns regarding emotional issues and offer assistance to those in need of help; however, refer issues regarding competition to the coaching staff.
  - d. Report any sickness or other abnormal behaviour to a member of the coaching staff.
7. Assist in the booking of airfares for swimmers, coaches and staff.
8. Assist in the booking of hotel accommodation for swimmers, coaches and staff and liaise with hotel regarding rooming lists, eating arrangements, payment, check out etc.
9. Assist in the organisation of ground transportation, including travel to and from airport, pool & hotel.
10. In consultation with Head Coach, outline all strategies related to team logistics
  - a. Set appropriate curfews and activity schedules (for activities outside competition or training times).
  - b. Establish rooming lists for athletes and coaches.
  - c. Schedule departure times to and from the pool and hotel each day, meals, airport departure times etc.
11. Managers are responsible for relaying to families and supporters team procedures and ensure all are kept informed.
12. Travel with the team and if required, pickup/drop off a rental vehicle
13. Responsible for all baggage arrangements and airport check-in
14. Responsible for assisting with ordering and distributing any team outfitting to team members

15. Hold in possession money or valuables, if requested by a swimmer, for the duration of the meet.
16. Ensure each swimmer is accounted for when traveling with the team and be aware of the whereabouts of swimmers at all times.
  - a. Swimmers are expected to stay with the team at all times at the pool, hotel, restaurant, etc.
  - b. Underage swimmers are not to be left alone at either the pool or the hotel for any great length of time. If a group of swimmers are dropped off at the hotel or pool while others are doing a 2nd pick-up that is fine. Underage swimmers cannot be left alone under supervision of an adult swimmer. Swimmers are only to be supervised by staff (coaches, chaperone/team manager).
  - c. No swimmer may leave the hotel, pool, or any other team function without a coach or chaperone to escort them. All activities must be supervised
17. Upon arrival at the hotel:
  - a. When possible, leave swimmers on the bus/in vehicles while checking in. Inform the desk clerk of any changes in the number of swimmers.
  - b. Obtain keys to all rooms, collect the swimmers and assign rooms.
  - c. Remove any alcohol that may be stocked in fridges in hotel room and/or have fridge locked.
  - d. Examine rooms for safety hazards and damage.
  - e. Check rooms for condition of rooms during the stay.
18. Tell the swimmers where you are in the hotel and your phone extension in case of an emergency. Locate emergency exits of the hotel, pool facility and other locations. Inform athletes of the location of emergency exits and when and how to get to an escape route.
19. Ensure that swimmers are resting when they are not swimming (between heats and finals)
20. Monitor swimmers when they are in their rooms and enforce bedtime curfews. At curfew check to be sure athletes are in their assigned rooms and have their lights out at the appropriate times. Follow up with room checks to be sure athletes are adhering to the curfew.
21. Make rounds while at the hotel, to ensure all swimmers are:
  - a. accounted for
  - b. exhibiting appropriate behaviour
  - c. in their assigned rooms in bed at the requested lights out time.
  - d. Do not allow high levels of noise in public areas, hotels, restaurants, or in transit in order to prevent disturbing other guests
22. Make sure all swimmers have a wake-up call. Ensure all swimmers are up and ready to go by the time designated by knocking on doors at the wake up time in the morning.
23. Be available in the lobby, or other designated meeting place, when the team departs for the pool or other activity. Do a head count of the swimmers before the team departs
24. Make arrangements for all meals during the swim meet. Team meal arrangements to include making reservations at restaurants or ordering take-out food. Select where meals are to be eaten or order meals into the hotel if required. Review possible selections with the coaching staff to ensure the restaurant or food selections are appropriate for swimmers. Arrange for snack and beverage runs. Once swimmers are safely at the pool for warm up be sure there is some type of beverage for the athletes in the team cooler. If the sessions at the meet run long check with the coaches to see if they need food or drink.
25. Check all rooms that our swimmers have occupied for forgotten items, and ensure rooms are not left completely dismantled
26. Check out and pay hotel. Check bill for accuracy of the account, particularly extras such as telephone, breakage etc.
27. May be asked to attend coaches/officials meetings
28. Responsible for the Cayman Islands Team Flag/Signs.
29. Be present at or call for any necessary disciplinary meetings involving any team member.
30. Assist athletes with any doping tests.
31. May be required to help communicate meet information changes

32. After the event, check the bleachers for clothes, towels, etc that may have been left behind.
33. Carry out travel plans as designated by the Head Coach. This may mean leaving meet after preliminaries with swimmers who have not made finals. In the event of bad weather while at a meet, the Team Manager in consultation with the Head Coach make decisions on travel.
34. If the team cannot travel home due to weather conditions the Team Manager is responsible for making arrangements necessary to stay in the current location (accommodations, meals, and communication of the current situation to parents).
35. Make sure all swimmers are accounted for when preparing for departure from any location
36. Upon arrival home ensure that all parents have picked up their swimmers. Do not leave anyone alone. Check for any belongings left behind.
37. Must submit a written report from the event for CIASA, within 15 days of the completion of the event, that includes:
  - a. Financial information and documentation including submitting all receipts
  - b. Any medical information that should be shared
  - c. Any travel issues and recommendations for future consideration
  - d. Any disciplinary actions that may have taken place
  - e. Any noteworthy occurrences
  - f. Any suggestions for future consideration
  - g. Overall event evaluation

### Information required:

1. Team manager/Chaperone Responsibilities Document
2. List of Swimmers Attending
3. Swimmers Medical Information
4. Transportation Information
5. Pool Information – Directions to the Pool
6. Accommodation Information/Room Assignments/Directions to Pool from the Hotel
7. Swim Meet Information

### Record keeping:

1. Produce a record sheet that will enable collection and recording of all the data required from team members such as name, date of birth, emergency contact details
2. Make all facility bookings in advance and keep records of details
3. Take simple minutes at team meetings to record any action agreed, who is involved and the deadline for completion
4. Use a calendar or chart to help identify the jobs to be done and the length of time required to complete them e.g. closing dates for entries
5. Keep a portfolio of press cuttings and press releases
6. Keep copies of all correspondence (letters, faxes and email) and file in a logical order so that anyone can access the information if required
7. Keep copies of all forms that relate to parental permission e.g. consent forms
8. Keep a record of verbal communication with others e.g. a telephone log
9. Record all accidents and incidents that are reported and keep on file for future reference
10. Keep copies of the team medical details and special dietary requirements, including who to contact in the event of an emergency
11. Record plans and devise contingencies so that if someone has to temporarily fill in they are clear about what to do next
12. Create an electronic record for sharing with others or for planning for future events
13. Use a reflective log/diary of events to help analyse what went well and areas for improvement
14. Back up records using an alternative format



**CAYMAN ISLANDS AMATEUR SWIMMING ASSOCIATION  
REPRESENTATIVE TEAM MANAGER  
CODE OF CONDUCT**

1. Team Managers at all times shall conduct themselves in a manner befitting a CIOC and CIASA representative, and must observe the CIOC and CIASA Code of Conduct. When away on a CIOC or CIASA swim trip, the team is held to a higher standard than when away representing their club.
2. Team Managers shall conduct themselves at all times in a manner that is safe, responsible, considerate of others and which will reflect positively on the team, including:
  - a. obeying all laws including those pertaining to traffic, parking, speed, seat belts, etc.
  - b. ensuring cell phone turned on so can be reached in case of an emergency or a change in schedule.
  - c. shall not take any medications or controlled substances (including alcohol) that may interfere with their ability to safely supervise the swimmers. Team managers shall not smoke in the presence of swimmers.
  - d. Within the team manager's control, athletes should never be put in illegal or dangerous situations.
  - e. Team managers are not to leave the meet or hotel for personal reasons unless the Head Coach and Assistant Manager/Chaperone have been informed. Before leaving make sure duties are covered.
3. Team Managers must familiarise themselves with CIASA's Representative Team Agreement which will have been signed by all team athletes. It is the responsibility of the Team Manager to enforce this Agreement while on tour with the athletes, and to immediately report any possible and/or actual infractions as outlined below.
4. Minor infractions should be reported to the Head Coach, the RTC Chairman, the CIASA Technical Director and the CIOC Chef de Mission. In consultation, when appropriate, the CIOC Chef de Mission, the Head Coach and Team Manager together will decide whether any disciplinary measures will be taken against the athlete as a result of the minor infraction.
5. In the event of a major infraction, the CIOC Chef de Mission, the CIASA Technical Director and RTC Chairman will be contacted. The Chef de Mission, Technical Director, Head Coach, Team Manager and RTC Chairman will determine what immediate actions must be taken, including decisions to remove the athlete, contact the athlete's parents, etc. If a major infraction involves another staff member, the Team Manager, Technical Director and RTC Chairman will determine whether the conduct warrants removal of the staff member from the activity.
6. Minor Infractions are single incidents of misconduct which breach the Code of Conduct but generally do not result in harm to others.
7. Major Infractions are instances of misconduct which violate the Code of Conduct and which result, or have the potential to result, in harm to the offender or other persons, to CIASA or to the sport of swimming.
8. All infractions, both minor and major, will be documented by the Team Manager and Head Coach, a full report of which will be included in the post-meet report to the RTC Chairman.

I, \_\_\_\_\_, understand the importance of representing CIASA in an appropriate manner, and my role in the safety of the athletes. I confirm that I have no outstanding convictions recorded against my name and I hereby agree to adhere to the above Code of Conduct, while serving in my role as Team Manager.

\_\_\_\_\_  
Team Manager

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
CIASA President (or Secretary)

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date