



Good of the Game Representative/ Parent Liaison

Sylvan Lake Minor Hockey Teams

Time Commitment

Varies greatly depending on the team. If a team has no issues can be very low time commitment but need to be available all hockey season.

Reports To: Division Director

Position Summary

The good of the game representative acts as a liaison/mediator between people that have issues on the team. (e.g. problems with coaches, players, other parents etc..)

****The following people are not permitted to hold the position of Good of the Game Representative:**

- Spouses or immediate family of Coaches or Assistant Coaches
- Spouses or immediate family of Managers
- Active SLMHA Board of Director member or their spouse/immediate family member

Key Responsibilities

- Communicator between parents/coaches/manager and the division directory if needed.



Role-Specific Duties/Reporting structure within the team

- a. **There is a mandatory 24-hour waiting period** if an individual has any concerns or complaints with a team. Any concerns handed in prior to the completion of 24 hours will be rejected with no exceptions.
- b. After the mandatory 24 hours has passed; any concerns are to be directed to the Good of the Game Representative or Parent Liaison appointed by the team. Any concerns not submitted to the Good of the Game Representative or Parent Liaison first will be rejected with no exceptions. Sylvan Lake Minor Hockey Association Handbook Version 5.2 Page 37 of 42 a. If the Good of the Game Representative or Parent Liaison is the one with the concerns, the team manager will act as the Good of the Game Representative or Parent Liaison for that scenario.
- c. The Good of the Game Representative or Parent Liaison will act as a liaison between the complainants. Should they not reach a resolution in a timely manner, at that point the concern can be submitted to the Division Director. Should the concern be submitted to anyone other than the Division Director, the concern will be rejected without exception. a. All issues are to be recorded on the Incident Report Form. The form will be submitted to SLMHA once completed.
- d. Should the complaint involve the team's Division Director; the concern can be brought to the VP of that division if the complaint directly involves the Division Director.
- e. If a resolution cannot be met between the Division Director and the complainants, at that point the concern will be brought to the VP of that Division and submitted to the Discipline Committee or the Vice President at the discretion of the VP of that Division.

Qualifications & Skills

- Person should carry a calm demeanor and be willing to mediate and have hard conversations.
- Good listener and be willing to have unbiased opinion on different perspectives.
- Individuals with short tempers or escalators of conflict should avoid this role.



Training & Support Provided

- Division director
- SLMHA Executive
- SLMHA Admin