

**Sunshine Coast Y.S.A. (SCYSA)**

**Team Manager Handbook**





## **Welcome from the Club**

Dear Team Manager,

Thank you for volunteering your time and energy to help support our players, families, and coaches this season. This handbook is designed to guide you through your role, answer common questions, and equip you with practical tools to make your experience smooth and enjoyable.

You are a vital part of our club's operations—your organization and communication help create the environment where players can thrive. This document is not just a checklist of tasks, but a reflection of how we operate as a club: collaborative, respectful, and structured.

We are here to support you every step of the way.

Board of Directors

**Sunshine Coast Youth Soccer Association (SCYSA)**



## SECTION A: YOUR ROLE AS TEAM MANAGER

You are the team's key organizer and the communication bridge between the club, coaches, and families. Your role is essential in creating a well-run, positive, and consistent team environment.

### Team Communication

- Set up and use TeamSnap as the official communication platform
- Share schedules, reminders, weather cancellations, and club announcements
- Ensure messages reflect a professional, respectful tone aligned with club values

☞ Your communication sets the tone for how the team operates and interacts.

### Coach Support

- Support the coach by handling off-field responsibilities (attendance, coordination, logistics)
- Relay player absences or concerns privately and respectfully
- Avoid engaging in coaching decisions (positions, tactics, playing time)

☞ The coach leads the game. You help create the environment for it to succeed

### Team Organization

- Assist with distributing uniforms or player packs if required
- Organize team volunteers (snacks, equipment, field setup, etc.)
- Maintain an up-to-date roster and emergency contact list
- Support coordination of team events or photo day

### Club Liaison

- Attend manager meetings when scheduled
- Communicate respectfully with club staff on behalf of your team
- Follow up on issues by notifying the Technical Director or Club Administrator



## SECTION B: CLUB EXPECTATIONS FOR TEAM MANAGERS

As a Team Manager, your role is primarily administrative and supportive.

You represent SCYSA in all interactions

- Soccer-related decisions remain with the coach and technical leadership
- Personal relationships must not influence how responsibilities are carried out
- Always model respectful, inclusive behaviour

☞ Consistency in behaviour helps protect both volunteers and the club environment

## SECTION C: FIELD & EQUIPMENT SUPPORT

- Assist with transporting or returning equipment when needed
- Report missing or damaged equipment to the club
- Help maintain a clean, organized sideline (bags, water bottles, etc.) if on the bench



## SECTION D: GAME DAY OPERATIONS (MANAGER ROLE)

The Team Manager's role on game day is focused on administrative support, particularly around match documentation and coordination with officials. Managers are not required to run the sideline or manage players during games.

### Core Responsibilities (Game Day)

- **Match Paperwork & Referee Coordination**
  - Prepare and provide all required match documentation (e.g., team sheets) to the referee or match officials prior to kickoff
  - Ensure rosters are accurate and complete
  - Confirm any league-specific documentation requirements are met
- **Post-Game Paperwork**
  - Check in with match officials after the game to ensure all paperwork is completed correctly
  - Address any administrative follow-ups if required (e.g., noting incidents, clarifying entries)
- **Support to Coaching Staff**
  - Assist the coach with any administrative tasks on game day (e.g., paperwork, communication, coordination)
  - Be available to help where needed, without taking on coaching or player-management responsibilities

### Additional Notes

- Managers are not required to attend training sessions
- Managers are not responsible for organizing players, substitutions, or sideline management during games
- The coach is responsible for all on-field and player-related decisions

☞ The Team Manager's role is to ensure the game runs smoothly from an administrative and organizational standpoint, allowing the coach and players to focus on performance.



## SECTION E: SAFETY & INCIDENT RESPONSE

- Always have the team's emergency contact list available
- Support communication during injuries or incidents
- Report serious issues to the Club Administrator promptly

## SECTION F: COMMUNICATION GUIDELINES

- TeamSnap and email are the official SCYSA channels of communication
- Keep all communications positive, neutral, and professional — no coaching opinions or critiques in group chats.
- Do not share internal club matters publicly or on social media
- If a parent has a complaint or concern, direct them to the coach first, then escalate to the Technical Director if needed.
- Avoid engaging in emotionally charged conversations — defer to club leadership if needed.

☞ Clear and respectful communication protects everyone involved

## SECTION G: RESPECT FOR OPPONENTS & MATCH OFFICIALS

Team Managers are expected to represent SCYSA with professionalism at all times not only with their own team, but also with opposing teams and match officials.

- Treat opposition players, coaches, and managers with respect at all times
- Treat referees and match officials with respect, regardless of decisions made during the game
- Do not engage in confrontations, arguments, or emotional exchanges with opposition or officials
- Do not approach opposition benches or referees in an aggressive or confrontational manner

☞ Even in moments of frustration, Team Managers are expected to remain composed and lead by example



## **SECTION H: TOURNAMENTS & TEAM EVENTS**

- Work with the coach and club to identify appropriate tournaments for the team
- Register the team and communicate all details to families
- Coordinate logistics such as schedules, travel, and planning
- Bring printed copies of schedules, rosters, and emergency contacts.
- Encourage team bonding through activities and shared experiences

## **SECTION I: POSITIVE TEAM CULTURE & CELEBRATIONS**

Team managers are key to building a fun, welcoming culture. Ideas include:

- Team bonding days (e.g., team dinners, excursions).
- Celebrating birthdays or personal milestones.
- Organizing a mid-season or end-of-season BBQ or awards party.
- Creating a team slideshow or memory video.

## **SECTION J: MANAGER ABSENCE PROTOCOLS**

- If you can't attend a game, notify the coaches in advance.
- Try to arrange another parent to help if confirmed with the coaches and brief your temporary replacement on key duties.
- Ensure they have access to the emergency contact list and know the basic safety protocols.



## SECTION K: REQUIREMENTS FOR TEAM MANAGERS

Before starting your duties at the beginning of the season, team managers are expected to complete the following:

- **NCCP Understanding the Rule of Two**  
*A free, 20–30 minute online module from the National Coaching Certification Program that explains how to create a safe environment for athletes by ensuring no one-on-one interactions occur in private without another adult present. This course can be completed through The NCCP Locker.*
  
- **Criminal Record Check**  
*A background screening completed through the club's designated online service using a link we provide. There is no cost for team managers. This must be completed before team activities begin.*

## SECTION L: CLUB POLICIES & CODES OF CONDUCT

You should be familiar with SCYSA's:

- Code of Conduct for players, coaches, and parents.
- Child Protection and Safe Sport policies.

If families have questions about any of these, refer them to Resource section of the club website or to the Club Administrator.

## SECTION M: TEMPLATES & TOOLS

The following forms will be made available to you at the start of the season:

- Team emergency contacts form
- Game Day Documents including rosters
- Code of Conduct form (same one signed by players on the team)



## SECTION N: COMMUNICATION WITH CLUB

To ensure clear, consistent, and respectful communication across Sunshine Coast Youth Soccer Association (SCYSA), all managers, coaches, and parents are expected to follow the club's established Chain of Communication.

This structure helps:

- Prevent confusion and mixed messages
- Protect volunteers
- Ensure issues are handled by the appropriate role

### Official Club Contacts

All official communication with the club should go through the following contacts:

- **Club Administrator**  
*Stephanie Cannaday*  
☎ (604) 989-7227  
✉ [coastsoccer@gmail.com](mailto:coastsoccer@gmail.com)
- **Technical Director (TD)**  
*Aloysius Adolf*  
☎ (437) 225-1268  
✉ [technicaldirectorscysa@gmail.com](mailto:technicaldirectorscysa@gmail.com)

TeamSnap and email are the official communication platforms used by SCYSA.

### Who to Contact (At a Glance)

- Technical Matters (*player development, training, team formation, evaluations, coaching standards*) → **Technical Director**
- Administrative Matters (*registration, schedules, fields, equipment, payments*) → **Club Administrator**
- Team Logistics (*game-day info, travel details, team communication*) → **Team Manager**

### Communication Expectations

- All correspondence must be professional and respectful



- Bypassing the chain of communication creates confusion and inconsistency
- Concerns raised outside the proper pathway will be redirected

This structure supports a positive club culture and helps SCYSA operate in a clear, fair, and professional manner.



## SECTION O: LEAGUE OPERATIONS (BCCSL) & TEAM RESPONSIBILITIES

This section is intended to support Team Managers in understanding the day-to-day operational responsibilities that come with participating in the BC Coastal Soccer League (BCCSL), as well as how these responsibilities align with SCYSA expectations.

### 1. League Awareness

Team Managers are expected to have a working understanding of the BC Coastal Soccer League (BCCSL), as all Competitive teams operate within this league structure.

- Visit the official BCCSL website: <https://bccsl.ca/>
- Navigate to the "**Documents**" section to access rules, policies, and league resources
- Review key areas such as:
  - Game day procedures
  - Discipline and suspension rules
  - Player eligibility and roster requirements
- Stay updated throughout the season, as rules and communications may evolve

Managers should view the BCCSL website as an ongoing reference tool, not just a one-time read.

### 2. Opponent Communication

A key responsibility of the Team Manager is to ensure clear, professional, and proactive communication with opposing teams.

This includes:

- Confirming game details (date, time, and location)
- Confirming field surface (grass or turf)
- Confirming jersey colours to avoid conflicts
- Communicating travel logistics, including:
  - Ferry schedules
  - Expected arrival times



- Any relevant updates or delays
    - Sharing alternative travel options when helpful (e.g., Coastal Rides)
- Strong communication helps ensure a smooth match day experience for both teams.

### **3. Travel & Ferry Coordination**

When traveling off the Sunshine Coast:

- Distribute ferry vouchers to players in advance
- Clearly communicate travel expectations to families, including:
  - Departure times
  - Meeting locations
  - Contingency plans if travel is disrupted
- Keep open communication with the opposing team regarding arrival timing

### **4. Facility & Scheduling Compliance**

To maintain consistency and proper use of club resources:

- All games and training sessions must take place at SCYSA-approved facilities
- Any changes to:
  - Game schedules
  - Training times or locations must be approved by the Technical Director before being communicated to the team

This ensures alignment with league scheduling, field allocations, and overall club operations.

### **5. Bench & Safe Sport Requirements**

To support Safe Sport standards and player welfare:

- Each team must have a designated adult of the same gender as the players present on the bench
  - This individual could be a coach or the manager
  - If none of the coaches nor manager is of the same gender as the players, a designated parent commonly referred to as a “bench mom” or “bench dad” must be on the bench



- The “bench mom’ or “bench dad” plays an important role in:
  - Supporting players in sensitive situations (e.g., injuries, facilities access)
  - Ensuring appropriate supervision at all times

## **6. Team Officials on Game Day**

- A registered team official must be present for all matches
- This ensures proper communication with referees and adherence to league protocols



## SECTION P: TEAM FINANCES & BANK ACCOUNT

Team bank accounts are tied to the “even-year” age groups in each team. For clarity within SCYSA’s structure, “even-year age-groups” refer to the birth years that are even numbers, such as 2010, 2012, 2014, 2016, etc.

SCYSA uses these even-year groups as the anchor point for team financial accounts within our alternating years’ model.

### How This Works in Practice:

- Our club operates using two-year age bands e.g., 2013/2014 at U14
- The U14 team account is tied to the 2014 group
- As the teams alternate at the end of the season and the 2014s form the next U14 team with the 2015s, the team bank account remains tied to the even-year group i.e the 2014s

This approach:

- Provides financial continuity year-to-year
- Avoids the need to create new accounts each season
- Ensures consistency in how team funds are managed

### Key Guidelines:

- Each even-year team operates a team bank account
- The account remains with that birth-year group over time
- All team-related income and expenses should flow through this account

### Financial Requirements:

- Team funds are expected to be used within the seasonal cycle (recommended by end of June)
- Each account must have a minimum of two signatories
- Signatories must not be from the same family to ensure transparency and accountability

## 8. Financial Transparency



Team Managers play an important role in maintaining trust and clarity around team finances.

- Keep clear records of all income and expenses
- Communicate openly with families regarding team-related costs
- Ensure all financial decisions are reasonable, transparent, and aligned with club expectations