

VOLUNTEER OPPORTUNITY

Case Management Pool Members

Help PoCo FC support a safe, fair and respectful club environment.

Community Club

Volunteer Leadership

Safe Sport Support

POSITIONS

4 volunteers

ROLE TYPE

**As-needed
volunteer role**

TRAINING

Approx. 5 hours

SUPPORT

**Toolkit and
guidance**

CONTACT

Craig Widmer

PoCo FC is looking for 4 volunteers to help with our Case Management Pool. This is an important support role for the Club and will help us make sure complaints, discipline matters, disputes, appeals and Safe Sport-related concerns are handled fairly, respectfully and consistently.

What this role is really about

As our club continues to grow, we want to make sure we have good people in place to help us work through difficult situations properly. This role is not about taking sides or making quick judgments. It is about helping the Club follow a clear process, listen to the people involved and make sure matters are handled with care.

What volunteers may help with

- Review complaints or incident reports.
- Help determine the correct process to follow.
- Participate on a discipline, dispute resolution, or appeals panel.
- Gather information in a fair and respectful way.
- Help document findings, recommendations, or outcomes.
- Support confidentiality and proper recordkeeping.

Who this role is best suited for

- Someone who is calm and fair in difficult situations.
- Someone who can listen to more than one side of an issue.
- Someone who understands confidentiality.
- Someone who can follow policy and process.
- Someone who communicates clearly and respectfully.
- Someone who can stay neutral and avoid jumping to conclusions.

Training and support

PoCo FC will provide a Case Management Toolkit with the policies, forms, checklists, templates and step-by-step guidance needed for the role.

- CAC Safe Sport Training.
- NCCP Make Ethical Decisions.
- Respect in Sport Activity Leader.
- Criminal Record Check or other required screening.
- Review of PoCo FC's Case Management Toolkit.

Training time: approximately 5 hours total. Required course fees are paid for or reimbursed by PoCo FC when approved in advance.

Time, confidentiality and conflicts

This is an as-needed volunteer role. Some months may have no activity. Other times, volunteers may be asked to help with meetings, document review, interviews, or follow-up communication.

All matters are strictly confidential. Before being assigned, volunteers complete a conflict of interest check. If there is a family, team, coaching, personal, business, or other connection that could create a real or perceived conflict, the volunteer will step aside from that matter.

You do not need to be a soccer expert.

Experience in human resources, education, leadership, mediation, law, child/youth work, sport administration, or conflict resolution is helpful, but not required. More than anything, we are looking for people who care about the Club and want to help make a positive difference.

Why this role matters

This role helps protect players, families, coaches, volunteers and the Club by making sure there is a fair and respectful process in place when difficult situations come up. If you care about our soccer community and want to help make PoCo FC better, we would love to hear from you.

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