

VOLUNTEER OPPORTUNITY

Safe Sport, Discipline & Case Management Lead

Help PoCo FC keep concerns moving through a clear, fair and respectful process.

Community Club

Volunteer Leadership

Safe Sport Support

POSITIONS

1 volunteer

ROLE TYPE

**As-needed lead
role**

TRAINING

Approx. 5 hours

SUPPORT

**Toolkit and
guidance**

CONTACT

Craig Widmer

PoCo FC is looking for 1 volunteer to help lead and support our Safe Sport, discipline and case management process. This is an important role for the Club and will help make sure concerns, complaints, discipline matters, disputes, appeals and Safe Sport-related issues are received properly and directed to the right process.

What this role is really about

This role is not about making every decision or handling every case alone. It is about helping the Club stay organized, follow a clear process, support confidentiality and make sure matters are handled with care. The Lead helps guide the process and works with the Case Management Pool when panels need to be assigned.

ROLE DETAILS

What the Lead may help with

- Receive or help route complaints and concerns.
- Support intake and early review of matters.
- Help determine the correct process to follow.
- Coordinate with the Case Management Pool.
- Help assign matters to the right panel when needed.
- Make sure conflict checks, timelines and records are maintained.

Who this role is best suited for

- Someone who is calm, fair and steady in difficult situations.
- Someone who can listen carefully and avoid jumping to conclusions.
- Someone who understands confidentiality and sensitive information.
- Someone who can follow policy and process.
- Someone who communicates clearly and respectfully.
- Someone who can help people understand next steps without taking sides.

Helpful experience

This role would be especially well suited for someone with experience in one or more of these areas:

- Human resources, mediation, conflict resolution, or investigations.
- Child or youth protection, education, school administration, or social work.
- Sport governance, board work, compliance, privacy, or policy work.
- Leadership roles involving confidential or sensitive matters.

Training, time and boundaries

PoCo FC will provide the Case Management Toolkit, including policies, forms, checklists, templates and step-by-step guidance.

- CAC Safe Sport Training.
- NCCP Make Ethical Decisions.
- Respect in Sport Activity Leader.
- Criminal Record Check or other required screening.

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

This role supports the process. It does not replace the panels.

The Lead does not replace the Board, the Case Management Pool, discipline panels, dispute resolution panels, appeals panels, BC Soccer, Canada Soccer, or any external authority. If the Lead has a real or perceived conflict, they must step aside from that matter.

Why this role matters

This role helps protect players, families, coaches, volunteers and the Club by making sure there is a clear, 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.

Craig Widmer
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