

JCATS Player Agent

Role

The Player Agent is the member of the JCATS Board of Directors who maintains and enforces the JCATS Code of Conduct. The Player Agent partners with the coaches, players and parents to create a safe, respectful and positive experience for all members of the JCATS program.

Responsibilities

The Player Agent will:

- Enforce the JCATS Code of Conduct in order to maintain the external image of the JCATS program with respect to coach, player, parent and/or fan conduct at all JCATS events.
- Act as an independent party when investigating conduct complaints made about JCATS coaches, players, parents and/or fans at all JCATS events.
- Act as the single point of contact for parents who want to discuss the conduct of team coaches or players. The Player Agent will partner with the Coaches' Coordinator when there is an issue reported about a coach. The Player Agent will discuss player conduct complaints with the player and their coach. A player's parents will be contacted to make them aware of the complaint and discuss what steps are being taken, if any, by the program as a follow-up.
- Act as the single point of contact for players who want to discuss the conduct of their team coach or treatment of them as a player. The Player Agent should only be contacted after the player has discussed the issue with the coach directly and no action has been taken, or if the player feels unsafe about addressing the issue directly with the coach.
- Address complaints about fans that are not the parents of a JCATS player. The Player Agent will work directly with parents when the fan is a family member or friend.
- Be consulted by the Coaches' Coordinator when coaches and players report an issue with a parent or fan of the program.
- Act as the single point of contact for all external complaints about the conduct of JCATS coaches, players, parents and/or fans. Examples of external complaints include those made by opposing coaches, tournament directors, referees, etc. The Player Agent will follow the steps outlined above depending on the nature of the complaint received.
- Partner with the Coaches' Coordinator and other members of the JCATS Board of Directors to address recurrent complaints about members of the JCATS program.
- Update the JCATS Code of Conduct to maintain its relevance to the program.
- Obtain all Code of Conduct approvals from Board Members, Coaches, Players and Parents prior to the start of each season.