

Parent Liaison

Purpose

Be the friendly, go-to contact for parents/guardians, helping them feel informed, included and confident about Nippers and club life.

Support a safe, child-centred culture by channelling feedback, questions and concerns to the right club leaders.

Key Responsibilities

Welcome and Onboarding

- Greet new families, explain how sessions run, sign-on/off, uniforms, and who's who.
- Point parents to key info: weekly comms, website, season calendar, and who to contact for what.

Communication

- Share timely updates from the Junior Activities team (changes, weather, carnivals).
- Use clear, simple language; help families with English as a second language with visuals/step-by-step info.

Parent Support and Inclusion

- Check in with families to see how their child is going, especially new or hesitant Nippers.
- Work with Age Managers to support adjustments where needed (neurodiversity, anxiety, sensory needs), keeping discussions respectful and confidential.

Feedback and Issues

- Receive questions or concerns calmly; record key details and refer to the appropriate person (e.g., Age Manager, Director of Junior Activities, Member Protection, First Aid).
- Use de-escalation phrases and offer to step aside for private chats; never discuss another child's situation.

Safety and Compliance

- Promote child-safe behaviours (sign-in/out, boundaries, sun safety, supervision).
- Know how to raise concerns about child safety and who the club's Member Protection Officer/Child Safe contacts are.

Club Culture and Volunteering

- Explain simple ways parents can help (set-up/pack-down, BBQ, fundraising, marshalling) and how to take the next step into roles like Age Manager Assistant, NSA, or Water Safety.
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Reporting Line

- Reports to the Director of Junior Activities.
 - Works closely with Age Managers, Water Safety Coordinator, and Junior Activities Administrator.
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Key Skills and Attributes

- Warm, approachable communicator with good listening skills.
 - Calm under pressure; able to relay information clearly and neutrally.
 - Respectful of confidentiality and boundaries; culturally aware and inclusive.
 - Organised and reliable; comfortable with email/chat groups as per club practice.
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Prerequisites

- Current financial club member.
 - Valid Blue Card holder.
 - Complete club induction; recommended to complete Child Safe Awareness and Club communications briefing.
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Helpful Guidance for the Role

- Inclusion: Offer reasonable adjustments in partnership with families; keep chats private and “need-to-know.” Example: “Let’s discuss what works well for your child and how we can support them here.” Refer to SLSA Policy 6.03 Inclusion and Safe Participation.
 - Tricky conversations: Stay calm, thank them for raising it, and refer up when needed. Example: “Thanks for letting me know. I’ll check in with our Director of Junior Activities and come back to you.”
 - ESL support: Use simple language, show rather than tell, pair families with a buddy parent if helpful.
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What the Role is Not

- Not responsible for coaching, water safety coverage, or discipline decisions.
 - Not a counsellor or mediator for disputes; escalate to Director of Junior Activities/Member Protection as required.
 - Does not communicate sensitive information about other children or families.
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Session Checklist (quick win)

- Before: Confirm key messages from Director of Junior Activities; know the plan, hazards, and any changes.
- During: Be visible to parents; answer FAQs; note feedback; support calm drop-off/pick-up.
- After: Share any common questions or concerns with Director of Junior Activities; help refine comms for next week.