

1. INTRODUCTION

A Team Manager (TM) is a person who directs the activities of athletes and the team. The TM is responsible for coordinating and managing a member country's team for the World Transplant Games Federation's biennial World Transplant Games (and alternate Winter World Transplant Games). Many of the TM's responsibilities take place in coordination with the Games Local Organizing Committee (LOC) and the WTGF Office.

2. KNOWLEDGE, SKILLS, EXPERIENCE AND REQUIREMENTS

Essential

- Strong interpersonal and oral communication skills including the ability to effectively liaise with athletes, coaches and administrators
- Strong organisational skills
- Sound knowledge of the selection procedures and rules/regulations of the competition

Desirable

- Previous experience in management of a sports team

3. RESPONSIBILITIES

3.1 PRE-GAMES PERIOD

3.1.1 Communication:

(a) WTGF and LOC:

- Responsible for facilitating and ensuring good communication of all information disseminated by the WTGF and the LOC to team members and by team members to the WTGF and the LOC.
- Serves as the referral point for his or her transplant recipients for all aspects of the World Transplant Games. Individuals should not be referred to the LOC or the WTGF offices. The team manager is responsible for obtaining the information from the World Games and relaying the information to the individual.
- Responsible for making sure that the rules for the events are read and understood.
- Ensuring team members complete the registration process and return waivers and medical certificates in a timely manner
- Should understand that almost all communication will be done electronically, using email and messaging apps. Must have online access before, during and after all WTGF events.

(b) Transplant Community in own country:

- Responsible for keeping their country's transplant community, including hospitals, related organizations, advocacy organizations and medical institutions involved and informed of all team coordination, progress and developments.
- Use the World Transplant Games and the national team to increase organ donor awareness to the nation.

(c) Sports organisations/Federations in own country:

- Responsible for relaying information to relative sports organisations/federations to ensure not only to adhere to own policies but also to promote Transplant sports.

3.1.2 Safety and Risk Management: Training and health issues:

An important safety and risk management strategy is the supervised preparation of the athlete for competition and the certification of the athlete's good health. The WTGF

administrators ask specifically for the TM's help in guaranteeing the following steps are fulfilled prior to the Games.

(a) Training and fitness levels

- The provision of written instructions to athletes about training and the selection of sporting events which match the appropriate level of fitness, which the athlete has achieved in training. Coaches can be of assistance to review sport rules and to develop training schedules and competition strategies

(b) Medical forms and clearance

- The provision of advice to the athlete to make an appointment to see his/her Transplant Doctor in time for the documentation to be completed and returned within the prescribed time limit.
- The assessment of the athlete's certification to determine that all information that is requested is indeed entered on to the certificate. If this information is incomplete then the athlete's registration will be delayed or cancelled.
- The activation of an immediate review of any medical certification, which is found to be inadequate.
- The confirmation that the intended athlete is certified to be a transplant recipient and that the certifying Doctor is the Transplant Physician for the athlete.
- The review of the preparation of the athlete to ensure that the athlete is well prepared to compete and that the athlete has enjoyed steady good health for 6 months prior to the date of competition. If the athlete's health has declined TM is to advise the Chief Health Officer of the LOC of concern.

3.1.3 Team responsibilities - Administration:

(a) Team Registration:

Responsible for disseminating, collecting and/or submitting Games related documents, as appropriate, before deadline dates. Team registration is done online and the TM must be willing to be part of the scheduled training sessions via Skype that are organised by the WTGF. It is the TM's decision as to whether his or her participants complete the registration process individually or whether it is completed on their behalf by the TM and or his or her representative. Some countries also translate the registration information for the benefit of their participants

(b) Registration by participant:

- a. after the closing of registration, the WTGF/LOC will ask TM to check and to confirm all entries from team

(c) Team Accommodation:

The TM must ensure that accommodation bookings, rooming requests and special dietary requests are communicated to the LOC.

(d) Team travel:

Team travel can either be done by individuals themselves or as a team by the TM. In the latter case the TM must ensure the best options regarding flight time and cost and must ensure that members receive all information with regard to visa requirements if needed.

(e) Team finance:

It is important that the TM follow the instructions of the LOC with regard to payment deadlines. Cancellation clauses should be monitored closely to protect both the LOC and the participants. The TM can also be instrumental in obtaining sponsorship for team members.

- (f) **Participant Insurance:** It is highly recommended that all participants have comprehensive travel insurance to ensure they are protected in the event of

cancellation of flights, loss of personal items including baggage, or the advent of ill health preventing them travelling to the games.

(g) **Team Uniform:** The TM should ensure the team has an appropriate uniform representing his or her country. While the design and logos is left to each country, the WTGF recommends use of:

- The country's official symbols and colour
- Inclusion of the WTGF brand (access from the WTGF office)
- Modest recognition of sponsors which have supported the team's participation

The uniform normally consists of:

- Official attire worn at the opening ceremony and formal events
- A tracksuit top and bottom
- Sports-specific clothes such as cycle, swimming and athletics gear
- Sun protection for athlete's head and face
- A sports bag identifying the relevant country

3.1.4 General Data Protection Regulation (GDPR):

(a) **Protecting data privacy:** In May 2018 the European Union (EU) introduced the General Data Protection Regulation (GDPR). It is aimed at protecting data privacy. As team managers, it is a timely reminder to us all, whether we live in the EU or not, of the importance of protecting the data we handle on behalf of our competitors and supporters who register for the World Transplant Games.

(b) **The personal and medical data:** The personal and medical data that we handle on behalf of our team members is referred to as 'special category' data as it is of a very sensitive nature. It is beholden upon all to consider how we collect, store and transmit this information. You should make it very clear to your team members why they are submitting their data, who will handle it, how it will be transmitted and how it will be transmitted. You should ask them to give written consent to the procedures that are involved in your handling of their data.

(c) **Review your data retention policy:** You should be considering email encryption and you should also take this opportunity to review your data retention policy – do you need to keep paper and electronic copies of all data for example (when is it appropriate to destroy the information?).

3.2 DURING THE GAMES:

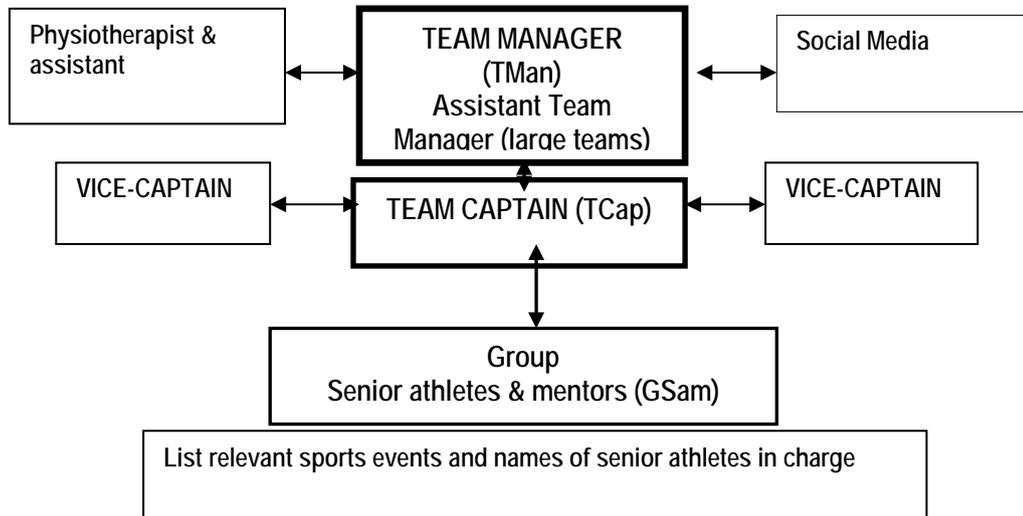
3.2.1 General responsibilities:

- Responsible for respecting the agreement(s) between the LOC, the WTGF, and Games sponsors in all areas, including imaging, name recognition, logo usage, etc.
- Must be accessible to World Games management for crisis management or in case of emergency. Must also be accessible to team members during competition hours in the event of competition issues.
- Must attend team manager's meetings and is responsible for keeping team members informed as to activities, changes in schedules, event starting times, etc.
- Where appropriate and possible, is responsible for contact with sports and Games officials on behalf of athletes. When necessary, files formal protests and represents team or team member when protests are being acted upon.
- Coordinates or encourages practice sessions for team members for their respective sports.
- Makes sure that the rules for the events are read and understood by team members.
- Attend the welcome reception hosted by the WTGF at the start of the Games

3.2.2 Touring Committee:

In the case of larger teams where the TM might need assistance from other members the following example might be of use relating to the structure of a Touring Committee.

EXAMPLE OF A TOURING COMMITTEE



TASK DESCRIPTIONS

A. TOURING COMMITTEE (TCom)

- Responsible for all decisions regarding Team activities while participating in WTG;
- Responsible for Team Discipline & Dispute handling;
- Support for Team Manager (TMan) & Team Captain (TCap) in all Team activities;
- Chaired by TMan or TCap.

B. TEAM MANAGER (TMan)

- Member and Chairman of the Touring Committee;
- Responsible for liaison with LOC of the WTG in all matters and for keeping the TCap and the Touring Group updated with information as disseminated by the LOC – not just sporting activities;
- In co-operation with the Team Captain, responsible for adjudicating of problems that may arise among athletes during training or participating or with disputes or objections during participation in the Games;
- Ensuring all welfare and safety requirements for the Team;
- Responsible for any financial details that may be required during the Team's travel and participation in the WTG- and giving a detailed and substantiated report to the home country's association
- Act as spokesperson for the Team at official functions, receptions, press conferences unless otherwise decided by the Touring Committee.

C. TEAM CAPTAIN (TCap) & VICE-CAPTAINS

- Member of the Touring Committee and in absence of TMan acts as Chairman;
- To co-operate closely with the TMan and Vice-Captains with regard to activities of the Team and individual athletes;

- c. Attend Games Team Meetings and report back to team members when TMan is not available.
- d. Liaising with all Team Members to ensure that the needs of athletes are met and to ensure that the Team is appropriately dressed, behaved and disciplined at all times and are prepared for participation according to the **Code of Conduct** outline.
- e. In co-operation with the Group of Senior Athletes and Mentors (GSam) ensure that the Junior athletes are under supervision at all times and that their safety is during participation and other activities are regarded as a priority by all of the Team;
- f. Responsible for all aspects of the Team members' participation in the various competitions & sports;
 - i. Ensuring that athletes know when they have practice times and arrangements pertaining thereto;
 - ii. Ensuring that athletes are aware of their times of participation as well as the transport arrangements;
- g. In the case of disputes either in or outside of participation TCap will immediately bring this to the attention of the TMan. The matter will then be discussed and if deemed necessary, taken to the Touring Committee. In the case of a dispute needing to be lodged as far as the result of participation, the TMan will do so after consultation with the TCap.
- h. Co-operate closely with all athletes who require equipment – their own, hired or borrowed – to ensure that these will be available and in good order for participation;
- i. Disciplinary Hearings:
 - i. In the case of a Disciplinary Hearing being required, the TCap will chair the hearing together with one other member of the TCom;
 - ii. Should the person elect to appeal the decision, the TMan will convene an Appeal Hearing with the full Touring Committee present.

D. GROUP SENIOR ATHLETES & MENTORS (GSam)

This is a group of senior athletes and athletes who have already participated in a WTG and who will assist the TMan and TCap in taking care of the younger athletes and those who are participating for the first time.

- a. Are responsible to the TCap and Vice-Captains and their functions link onto point 3(e) & (g)
- b. Encourage and assist athletes pre- during and after participation
- c. *Ensures that designated participants understand the Games programme and traditions of the WTG.*

E. SOCIAL MEDIA

This person is responsible to the TMan.

Obtain appropriate photos, news items and results for posting on social media networks on a daily basis.

F. MEDICAL TEAM – Doctors, Nurses, Physiotherapists & Other Assistants

These persons are responsible to the TMan.

Will assist athletes with physical evaluation, treatment and assistance at sporting events and the hotel. This Team will hopefully also be available in the run-up to the Games to help with evaluations.

3.3 POST-GAMES PERIOD:

The TM is responsible for writing a full report covering all aspects of the WTG and the performance of the team and submit it to the relevant authorities/organisations. This report can form the base line for future TM and through that ensure continuity. Feedback can also be given to the WTGF and future LOC's.

Aspects that should be included in such a report are the following:

- ❖ **Administration**
 - Interaction with the WTGF
 - Interaction with the LOC
 - Interaction with athletes and local issues
- ❖ **Travel**
 - Problems that might have been experienced
 - Issues with VISAS, etc.
 - Medical issues
- ❖ **Accommodation** – Any problems or issues that needed to be addressed.
- ❖ **Transport** – Any problems or issues relating to the Team's transport during the Games.
- ❖ **Food** – Any issues around this.
- ❖ **Social Events** – Highlight the Team experience around the various social events staged during the Games.
- ❖ **Performance of the Team** – Highlights and possible issues that might have to be addressed by future TM's or which has to be brought to the attention of the WTGF.
- ❖ **Medical & Associated Services** – The Team's experiences during the Games.
- ❖ **Media** – A report on media including social media achieved due to the team's participation
- ❖ **General** – Any other aspects that has relevance for either the future Teams of the particular country or issues that might have to be addressed bu the WTGF or future LOC's.