July 17th, 2019

**SafeSport Coordinators** are very important and necessary for each association. Always remember, regardless of the validity of the complaint, handle it when possible as a means of accomplishing the following goals by reasonably assisting the complaint towards a satisfactory conclusion. ***View it as an opportunity and not as a task.***

1. Stop the abuse
2. Stop the abuse from recurring
3. Protect the victim
4. Sanction the abuser
5. Create customer satisfaction
6. Limit liability
7. Limit or avoid bad publicity
8. Preserve the integrity of SafeSport
9. Preserve the integrity of your Association
10. Educate-use as a learning tool

**Job Description:**

• Track and maintain filing system for all SafeSport Reports and SafeSport Certificates for individuals for whom they are required.

• Take calls and respond to verbal and written reports from members or others regarding allegations of misconduct.

• Communicate to all relevant parties on progress and status of complaints, investigations, hearing procedures, appeals, and final resolutions.

• Communicate effectively and efficiently with members and volunteers via telephone and e-mail.

• Work with participants and parents to educate them about the SafeSport Program.

• Understand the complaint reporting procedures and structure within USA Hockey.

**Qualifications:**

• Be a current registered member of USA Hockey.

• Successfully pass background screen and complete SafeSport Training.

• Understand and maintain confidentiality on sensitive membership information and complaint details.

• Must be objective and compassionate.

• Excellent organizational, communication (oral and written), problem solving, listening and interpersonal skills.

• Efficient planner with a commitment to follow-through on tasks.

• Positive attitude and strong work ethic.

Any questions or concerns please contact me anytime. Thank you for your hard work!



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