



Role of a Team Manager at Sharks Basketball Club

Firstly, **a big thank you** for volunteering to be Team Manager for your team. It's a very important role to help each team run smoothly.

Overview

A team manager is the link between Sharks Basketball Club Committee and the team

A team manager is responsible for the:

- administration and management of the team and
- welfare of all team members at training and competition.

The team manager is responsible to the president of Sharks Basketball Club.

Key Contacts

Role	Name	Email	Phone
President	Paul Bugg	geelongsharks@gmail.com	0448 458 456
Vice-President	Craig Jarvis	geelongsharks@gmail.com	0438 671 355
Secretary	Jessica Hangar	geelongsharks.secretary@gmail.com	0402 446 977
Uniforms	Uniform Committee	geelongsharks.uniform@gmail.com	
Treasurer	Katie Terpstra	geelongsharks.treasurer@gmail.com	0402 406 391
Junior Coordinator	Jan Wilson	geelongsharks.juniors@gmail.com	0417 380 407

Responsibilities and duties (a checklist)

At start of season

- Register yourself as Team Manager on PlayHQ. If you need the link to register, please email geelongsharks.secretary@gmail.com
<https://support.playhq.com/hc/en-au/articles/900003189303-Registration-as-a-Player-Team-manager-Coach-or-Volunteer>
- Check all players & coach(s) are registered on PlayHQ. This is very important. Players cannot take part in a game unless they are registered. This includes fill in players. Instructions on how to check your players / coaches registrations are available below. If you need your team's registration link, please email geelongsharks.secretary@gmail.com.

<https://support.playhq.com/hc/en-au/articles/4407172415897-My-Teams-View-Squads>

- Check all players have a uniform. All uniform enquiries to: geelongsharks.uniform@gmail.com
- Be able to access a copy of the Geelong United Operations Manual:
<https://www.geelongunitedbasketball.com.au/wp-content/uploads/files/GUB-Operations-Manual-June-2022.pdf>
- Set up a Heja group for your team. Separate instructions are provided at the end of this document. You'll receive a list of your team's players & contact details via email from geelongsharks@gmail.com before your first game.
- Join the Sharks Junior Coaches and Team Managers Facebook group at
<https://www.facebook.com/groups/1657856084734750/>

If you have any issues joining this, please email geelongsharks.secretary@gmail.com.

During season

- Use Heja app to:
 - Communicate game & training times & venues. Game times are available on Play HQ:
<https://www.playhq.com/basketball-victoria/org/sharks-basketball-club-geelong/b78f41ba>. Training times are available on Sharks Basketball Website: <https://www.sharksbasketballgeelong.com.au>. Training is held at The Geelong Arena on Sundays.
 - For all team communication. Check with coach for any items they'd like communicated
 - Let families know who is rostered onto scoring for each game. Using an alphabetical system to roster families to score can be easiest. One scorer is provided per team. One person operates the electronic score board, the other operates the PlayHQ scoring system on the ipad. For help using the Play HQ scoring system:
https://www.youtube.com/watch?v=OdTboL_uYqk
- Attend training sessions (where possible) to chat to parents & the coach

On Game Day

- Before the game - log onto PlayHQ and check all players are registered. No players can take to the court unless they are registered. (Instructions in 'at start of season' section)
- If players have paid their registration but aren't listed in your team, advise the club (geelongsharks@gmail.com) of any players you need to add. This needs to be resolved BEFORE the players take the court.
- Help the scorer with questions they have (or ask the referee for assistance)
- Make sure each player has a drink bottle & refill them (or get parents to refill them) as required.
- You are the liason between the coach & players/families. Encourage families to speak to you with any concerns they have, particularly on game day so the coach can concentrate on the game.
- Refer any concerns about player / parent behavior or coaching to the President (geelongsharks@gmail.com)
- Make sure no parents / siblings sit on the bench – this is for players only
- Make sure each family is following any venue specific covid guidelines (eg: one parent per player)
- Assist players with injuries (ice available at the desk at all venues)
- At the end of the game, encourage players to clear the bench area quickly so next team can prepare for the game.

At end of season

- *Optional* - Collect money & organize a card and gift from the team to the coach to be presented at end of season
- *Optional* - Organise an end of season break up (can be as simple as a catch up at McDonalds or a local park)
- Delete the Team Heja group

For any other queries you may have, please contact Katie Terpstra (0402 406 391)

HOW TO GET HEJA APP

If this is your first time using Heja, download the app onto your phone from your App store:



PLEASE NOTE – JUST USE THE FREE VERSION OF HEJA. YOU DO NOT NEED TO PAY ANYTHING TO INSTALL OR USE THIS APP.

HOW TO SET UP HEJA FOR YOUR TEAM

1. Select 'set up new team' (if you already have Heja, go to the Profile Menu, click on 'My Teams' at top left hand of screen. Your list of teams will appear. Select 'Create Team' at the bottom of the screen)
2. Team name (for example): Hammerhead Sharks U10 Boys Winter 2023
3. Select Basketball and a color
4. Does one or more of your children play on this team? Select 'yes' or 'no' as appropriate. If yes, fill in your child's details
5. Select practice dates for the 4 upcoming weeks - select 'skip' at top right hand of screen. We'll input these details later.
6. Get the team onboard -
 - a. Click share link
 - b. Select text messages in your phone
 - c. Enter phone numbers of parents / players / coaches
 - d. Heja automatically creates a text for you. You are able to edit the text message to include whatever you'd like (eg: introduce yourself if parents / players don't know you). The most important part of the text is the link at the end of the message as this is your team's unique link and code to Heja.
 - e. Send the text

If parents already have Heja, they will need to go to the Profile Menu, click on 'My Teams' at top left hand of screen. Their list of teams will appear. Select 'Join Team' at the bottom of the screen and input the unique code for the team

If you ever need to access the unique code for your team, from the Profile Menu, click on 'My Teams' at top left hand of screen. The list of 'My teams' appears. The unique code for each team appears in the top right of the box for each team.

HEJA MENUS

At the bottom of the screen are five menus (Home, Schedule, Chats, Plans, Profile).

Home

Submenu - Announcements:

This is used to provide messages to your team. Team members can then respond. This is generally the easiest way to send messages to your team.

Submenu - Members:

Shows you a list of all team members and their parents (if applicable)

The most frequently asked question received is how Parents set up their child then link themselves to their child. Instructions at this link <https://help.heja.io/en/articles/2465240-how-do-i-add-or-connect-to-my-child>.

As team administrator, you can add people as coaches / admin:

- Find the person in the team list
- Select their name
- Click 3 dots in top right hand corner
- Select 'Set as Coach', 'Set as Team Admin', etc
- You can only have one team admin in the free version of Heja
- You'll also see a 'Team Settings' menu. You can include a team photo and enter other team details

Schedule

This is used to schedule games / training and have parents / players respond if they are attending:

To set up an event:

- Use cross in top right hand corner to add games and practices. This is completed manually
- It allows you to include the following information for each activity:
 - Select if Practice / Game / Other
 - Title (eg: Sharks v YMCA)
 - Location (eg: if you start typing in AWA Alliance Stadium it will find it in the list)
 - Duration
 - Invitation – all coaches and players
 - Additional information – eg: Court 3, Smith family to score, Please bring clearly labelled drink bottle, Please arrive 10 mins before game time
 - You can edit this information by clicking the 3 dots at top right hand corner

To respond to an event:

- Parents / Players / Coaches then select if they are going / not going to each game and training session. Heja will send reminders to people who haven't responded and you can also ask Heja to send additional reminders.

Chats

This is used to:

- Coach Chat – can only be viewed by coaches
- Pencil icon at top right hand side – you can start a private chat with other people

Plans

We do not use this section

Profile

This shows your Heja profile settings. From here you can make changes to your settings (this is also where you add and connect with your child). There is an option here to turn off notifications – this is not recommended as then you won't be reminded about games, messages etc

OTHER INFO

At the end of the season / start of the next season – delete your old team's Heja so you can add a new one for your new team. This is done through team settings.

Heja has a terrific Help and FAQ section: <https://help.heja.io/en/>