

# Position Brief Chief, Athlete Services United States Olympic Committee

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# About the United States Olympic Committee

Empower Team USA athletes to achieve competitive excellence and inspire our nation.

Founded in 1894 and headquartered in Colorado Springs, the United States Olympic Committee serves as both the National Olympic Committee and National Paralympic Committee for the United States. As such, the USOC is responsible for the training, entering, and funding of US teams for the Olympic, Paralympic, Youth Olympic, Pan American and Parapan American Games, while serving as a steward of the Olympic Movement throughout the country.

**USOC Mission:** Empower Team USA Athletes to achieve competitive excellence and inspire our nation.

**Core Principles:** We prioritize and support the needs of Team USA athletes and our member organizations as we:

- Champion the safety and integrity of sport
- Ensure access to the best resources for mental and physical well-being
- Engage as a trusted and influential leader within the global Olympic and Paralympic Movements
- Set clear standards of organizational excellence and hold the USOC and all member organizations accountable
- Honor the legacy of the Olympic and Paralympic Movements

The USOC is a federally chartered nonprofit corporation that was reorganized by the Ted Stevens Olympic and Amateur Sports Act, originally enacted in 1978. The USOC has two primary responsibilities in its leadership of Olympic and Paralympic sport in the United States. The first is to generate resources in support of its mission - to help American athletes achieve sustained competitive excellence. The second is to ensure organizational resources are wisely and effectively used to accomplish that end. In effectively carrying out these two responsibilities, the USOC is dedicated to inspiring all Americans and bringing the very best of the United States of America to the world via the backdrop of athletics.

In addition to its international games responsibilities and its work to advance the Olympic Movement, the USOC aids America's Olympic and Paralympic athletes through their respective National Governing Bodies, providing financial

support and jointly working to develop customized, creative, and impactful athlete support and coaching education programs.

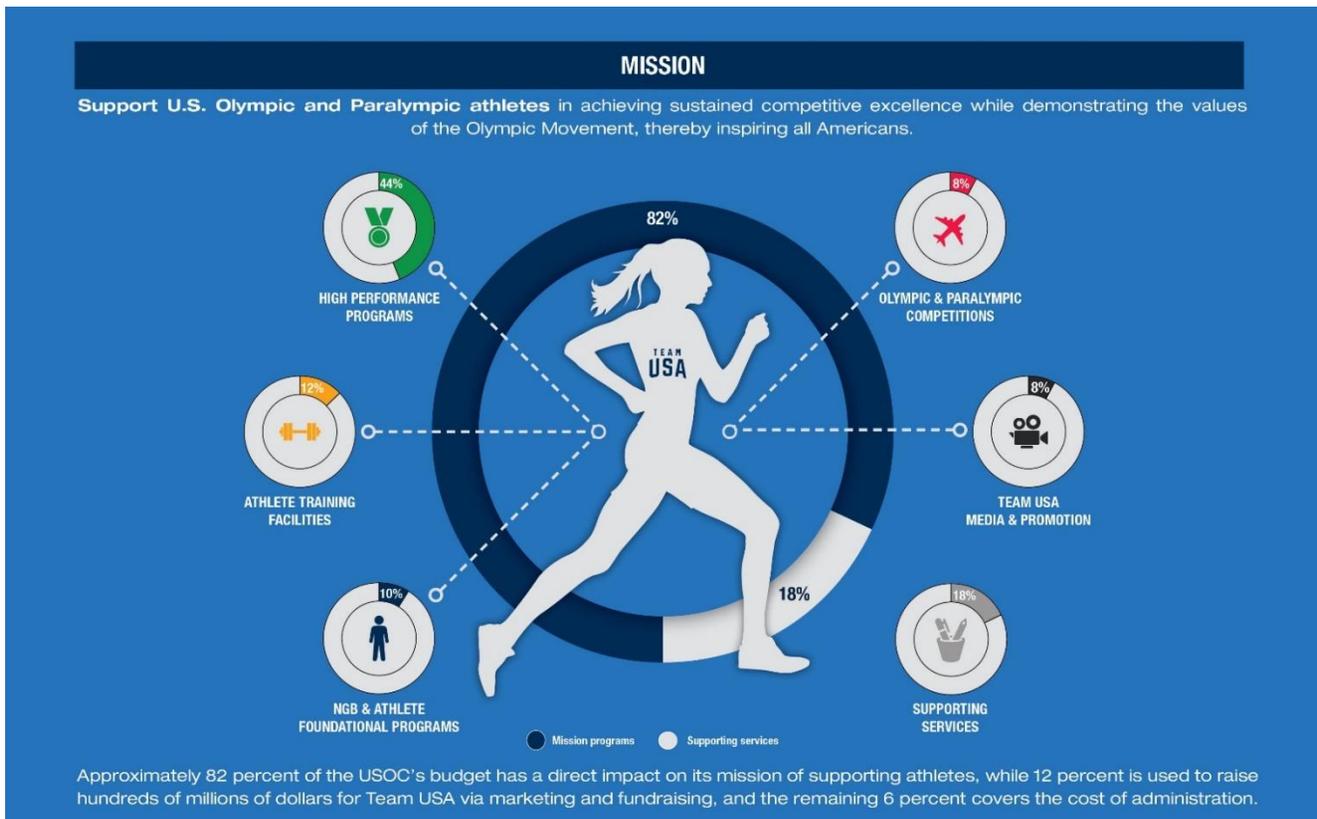
The USOC also supports US Olympic and Paralympic athletes on and off the field of play through programming, such as direct athlete funding, health insurance, tuition grants, media and marketing opportunities, career services and performance-based monetary rewards. In addition, the Olympic Training Center facilities provide athletes with performance services, including sports medicine, strength and conditioning, psychology, physiology and nutrition assistance, as well as performance technology.

Additionally, the USOC oversees the process by which US cities bid to host the Olympic/Paralympic Games, the Youth Olympic Games or the Pan/Parapan American Games, while also playing a supporting role in the bid processes for hosting a myriad of other international competitions. Further, the USOC approves the US trials sites and procedures for the Olympic, Paralympic, Youth Olympic, Pan American and Parapan American Games team selections.



## Investment Strategy

Approximately 82 percent of the USOC’s budget is allocated to directly impacting its mission of supporting athletes, while 12 percent is used to raise hundreds of millions of dollars for Team USA via marketing and fundraising, and the remaining 6 percent covers the cost of administration. By supporting, empowering, and protecting athletes across all stages of development, the USOC is invested in not only getting athletes to the podium, but also how they get there and how they transition into life after sport.



These USOC budget totals and percentages are projected for the 2020 quadrennial to be \$1.1B, including Games planning, programming and services for 2017-2020.

## US Olympic Committee Leadership

The United States Olympic Committee is governed by a 16-member board of directors and a professional staff headed by the CEO, Sarah Hirshland. The USOC also has three constituent councils to serve as sources of opinion and advice to the board and USOC staff, including the Athletes’ Advisory Council, National Governing Bodies Council, and Multi-Sport Organizations Council. The AAC and NGBC each have three representatives on the board, while six members are independent. The USOC CEO and all US members of the International Olympic Committee are ex-officio members of the board.

For more information, please visit <https://www.teamusa.org/About-the-USOC>



# Opportunity Overview

The Chief, Athlete Services will lead the USOC in its commitment to provide direct support to Team USA athletes to ensure an exceptional and fulfilling experience as Olympic and Paralympic athletes. The service-oriented individual in this newly created role will lead a division that develops and ensures a culture of transparency, accountability, safety, and excellence, with an overriding commitment to providing selfless care and leadership through the full lifecycle of Team USA athletes.

Reporting to the CEO, this key member of the USOC executive team will be in a position to create immediate organizational impact in a first-ever role designed to advance the support and resources for Team USA athletes across several facets of their athlete experience. The role will guide the strategic development and implementation of athlete health and wellness (including sports medicine and mental health services), athlete safety, career and education programs, and outreach and engagement (both during and post competitively).

The individual in this role will work collaboratively with numerous USOC functional areas, particularly Sport Performance and NGB Services, to create a collaborative and comprehensive approach to delivering a once-in-a-lifetime experience for our country's most talented athletes. The CAS will also collaborate with critical external groups including the National Governing Bodies, Athlete Advisory Council, US Olympic and Paralympic Association (the alumni organization), and other key constituent groups to ensure that the relationship with Team USA athletes supports the entirety of the Olympic and Paralympic athlete experience.



## Athlete Services

The athlete services division was created in early 2019 as USOC CEO, Sarah Hirshland, realigned the organization's executive team to enhance service and support for athletes and NGBs. The athlete services division aggregates many existing teams and functional areas that have historically served the athlete community, while creating a more centralized, service-oriented team that will integrate and collaborate to focus exclusively on the athlete experience and the USOC's relationship with Team USA athletes. The teams and functional areas that will fall under the leadership of the Chief, Athlete Services include:

**Sports Medicine:** The USOC's sports medicine division is a world-class leader in leveraging research and technology to preserve athlete health. The USOC sports medicine staff offers athletes a variety of services, including clinical care, in-competition support, and extended resources via the National Medical Network. The USOC offers athletes patient-centered care through an integrated, multi-disciplinary team of USOC staff and medical partners. The services provided to Team USA athletes through the USOC's sports medicine clinics are broad-based and centered on athlete well-being. Each athlete is approached through an individualized evaluation and management plan that incorporates the demands of their particular sport and circumstance. For more information on our Sports Medicine Program, please go to:

<https://www.teamusa.org/Home/Team%20USA%20Athlete%20Services/Medical/Sports%20Medicine>

**Athlete Career and Education:** The ACE program provides current and retired Team USA athletes with career, education, and life-skills resources to support their athletic performance goals and facilitate successful transition to post-elite competition endeavors. ACE includes career services like resume preparation and interviewing skills, and helps athletes identify both full and part-time professional opportunities. Other impactful resources for athletes include entrepreneurship programs, financial literacy and tax preparation assistance, and athlete branding to help athletes succeed personally and professionally. ACE offers educational programs for Team USA athletes, including sponsor-provided online education, scholarship resources, in-state tuition, and various educational programs through third parties. Finally, the ACE Mentor Network facilitates relationships with a network of Olympians/Paralympians and business professionals and engage athletes with the Team USA community. For more information on these support programs, please go to: <https://TeamUSA.org/ACE>

**Athlete Safety:** The USOC's Office of Athlete Safety was established in June 2018 to lead the USOC's efforts in the prevention and response and resolution of emotional, physical and sexual misconduct and abuse. The office strives to fulfill their responsibilities with integrity, empathy and respect while ensuring individual and organizational accountability. The Office leads Athlete Safety efforts organizational-wide to ensure compliance with federal legislation and other applicable rules and regulations; focusing on best practices in both child protection and overall safety measures. In addition, the Office serves as the primary organizational liaison with the US Center for SafeSport, serves as the response and resolution arm for the six internal Paralympic sport programs (Trak & Field, Cycling, Swimming, Skiing—Alpine, Skiing—Nordic and Snowboard) and has oversight responsibilities for the National Governing Bodies (NGBs). For more information on this program, please go to: <https://www.teamusa.org/Home/Team%20USA%20Athlete%20Services/Safe%20Sport>.

**Athlete Outreach and Engagement:** As the steward of the Olympic and Paralympic Movements in the United States, the USOC actively engages with partners across the national and international sport community. The USOC orchestrates a variety of community outreach and education programs to ensure that athletes are both continuously involved and interactive in sport at all stages of the Team USA experience, including at the elite National Governing Body level, and understand and utilize each of USOC's resources and opportunities to enrich their journey. These programs range from athlete outreach opportunities and alumni relationships to partnerships with community sport organizations and the annual Olympic Day



celebration, each of which promote the values and ideals of the Olympic Movement, overall fitness and well-being, and a positive and lasting relationship with the USOC throughout the athletes' competitive careers and beyond.

## Athlete Ombudsman

US Congress created the USOC Athlete Ombudsman role in 1998 to ensure that athletes are afforded independent counsel on rules and regulations relevant to them through the Ted Stevens Olympic and Amateur Sports Act. The Athlete Services department will partner closely with the USOC Ombudsman's Office to ensure that policies and programs in place address the concerns as reported to the independent Ombudsman's Office. The USOC Ombudsman's Office offers cost-free, confidential, and independent advice to US athletes regarding their opportunities and rights to participate in protected competition, and the various policies and procedures associated with participating in sport at an elite level. The Ombudsman's Office also mediates disputes involving opportunities to participate at the Olympic, Paralympic, Pan American, Parapan American and Youth Olympic Games; world championships and other protected competitions.

Although not reporting to the Chief of Athlete Services and independent in its ability to advise athletes, the Athlete Ombudsman is uniquely positioned within the leadership of the USOC and AAC to advocate for the interests of athletes, while navigating communication lines and mediating conflicts between the USOC and NGBs.

For more information on our Ombudsman program, please go to: <https://www.teamusa.org/Athlete-Resources/Athlete-Ombudsman>



# The Position

## Duties & Responsibilities

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The leader in this newly developed position will create, execute, and oversee a strategic plan and program to ensure that Team USA athletes are supported successfully, physically and emotionally, in the following areas:

### General

- Serve as an influential member of the USOC executive leadership team and collaborate with key constituents to develop a clear vision and overall strategy for the Athlete Services department that creates and solidifies a culture of excellence within the organization, ensuring an athlete-centric model across stakeholder groups.
- Deliver strong leadership and management in furtherance of the USOC's mission of serving athletes at all points associated with the athlete services delivery system.
- In conjunction with overseeing medical services, implement a robust and effective mental health and wellness program that is available to Team USA athletes.
- Manage the budgeting process to allocate necessary resources to the respective departments; manage staff.

### Athlete Safety

- Provide oversight of the USOC's efforts in Athlete Safety, including working with the US Center for SafeSport in raising awareness and preventing emotional, physical, and sexual abuse in sport.
- Understand and manage risk/compliance requirements with the protocol of the USOC and all NGBs; abide by regulations and activities at all times.
- Offer executive leadership to ensure programs, policies, and preventative measures are industry-leading.
- Effectively partner with divisions organization-wide to further Athlete Safety efforts; recognizing that a comprehensive and strategic approach to Athlete Safety is necessary for driving change and for creating a sustainable foundation.
- Create an open line of communication with NGBs, coaches, athletes, parents, and other constituents to understand differing perspectives, ideas and potential solutions; driving a culture of reporting and effective and efficient response of incidents that do occur.

### Athlete Health & Wellness

- Provide executive leadership, strategic vision, and oversight of the Sports Medicine department. The USOC's Sports Medicine team is responsible for the treatment and rehabilitation of sports injuries for Team USA athletes primarily at three locations: Olympic Training Centers in Colorado Springs, CO, and Lake Placid, NY, as well as one Olympic Training Site in Chula Vista, CA.
- Ensure the Sports Medicine department provides services to international competitions in which the USOC is represented by a formal delegation, and also focuses on sports-related concussions, overuse injuries, athlete mental health, and injury prevention.



- Work closely with the Athlete Services team to develop both mental health and physical health plans that prioritizes the best interest of the athletes at all times and establishes procedures for these plans to be executed on a national level. Establish a leadership position in understanding and communicating the complexities of dealing with mental health and SafeSport issues.
- Ensure all athletes undertake the correct medical and mental health assessments for the USOC, NGBs, and any other required exams.
- Ensure that all athletes adhere to and are aware of the USOC and NGB anti-doping policies.

#### Athlete Career and Education

- Provide executive leadership to help athletes with professional and personal growth opportunities within the Olympic/Paralympic network and beyond their tenure as elite athletes, facilitating successful transition to post-elite competition careers and inspiring long-term positive engagement with the Olympic and Paralympic movement.
- Oversee the ACE program providing athletes with career, education, and life resources to support athletic performance, academic opportunities, and career goals.
- Foster relationships within the sports, educational, and business communities that will create valuable professional and educational opportunities for elite athletes while training as well as opportunities for meaningful careers after retirement.
- Provide executive support for ACE Post Olympic/Paralympic Summits and program resource development and allocation, including partner provided Value-in-Kind benefits and donor funding for ACE programs.

#### Athlete Outreach and Engagement

- Help oversee the United States Olympic and Paralympic Association and work closely with the team to keep alumni involved and enriched; implement a mechanism for constant feedback and standards of excellence with respect to their ongoing connection with the USOC.
- Expand opportunities for athletes to interact with and understand all of the USOC's resources and consequently build a positive and lasting relationship throughout their athletic careers and beyond.
- Create, customize, and drive strategy around a new athlete "on-boarding" and "off-boarding" plan to help athletes of all backgrounds acclimate to and understand the demands of life as an athlete member of Team USA through the transition to life after sport; work closely with NGBs to develop specific strategies according to the respective sport and specific support needed.
- Build support networks and programs aimed at maintaining communication, networking, and well-being for athletes.
- Supervise the athlete marketing function, providing all Team USA athletes with the opportunity to secure partnerships, sponsorships, public appearances, and other valuable engagements.
- Develop and maintain a good working relationship with the AAC and serve as the USOC's empathetic, transparent, and available executive point of contact.



# The Candidate

## Competencies & Areas of Expertise

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- Visionary, service-orientated, and selfless leader who inspires trust and confidence via a “can do” work ethic within an open, collaborative, and transparent environment.
- Demonstrated track record as a collaborative leader able to inspire commitment to achieve goals, missions, and objectives.
- Strong interpersonal, listening, and communication skills with the ability to work effectively with a wide range of constituencies in a diverse community.
- Strong negotiation and persuasive skills; a consensus builder and motivator.
- Strong management experience and skills, including personnel and budget management.
- Demonstrated ability to identify and deliver major initiatives and achieve timely and high-quality results.
- Proven ability to provide strategic and tactical leadership to develop and manage complex athlete development and training programs.
- Ability to direct cross-functional teams in a time sensitive environment to implement new practices, programs, and procedures.
- Ability to work effectively in a fast-paced, highly visible organization.
- Detail-oriented with the ability to multi-task and meet deadlines with minimal supervision.

## Essential Qualifications

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- Credibility in and understanding of the medical and mental health communities.
- 10-15 years of experience in sports administration/ leadership or related experience in sport, sports medicine, sports performance or related field.
- Bachelor's degree required. Preference for sport administration, medicine, athletic training, psychology, business, or related field.
- Exposure to athletes and an understanding of the athlete mindset and culture.
- Team USA athlete experience a significant plus.
- Advanced degree preferred.



# How to Apply

In order to apply, please submit a comprehensive CV along with a cover letter which sets out your interest in the role and encapsulates the aspects of your experience relevant to the required criteria. Please include the names and addresses of three references. References will not be approached until the final stages and not without prior permission from candidates.

The preferred method of application is by email at: [USOC\\_CAS@odgersberndtson.com](mailto:USOC_CAS@odgersberndtson.com)

The USOC is committed to making decisions regarding recruiting, hiring, promoting, assignment, training, termination, and other terms and conditions of employment without unlawful discrimination on the basis of race, color, national origin, ancestry, sex, sexual orientation, gender identity or expression, religion, age, pregnancy, disability, work-related injury, covered veteran status, political ideology, genetic information, marital status, or any other factor that the law protects from employment discrimination.

## Contact Details

For a conversation in confidence, please contact:

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