



POSITION DESCRIPTION

TITLE: Member Protection Information Officer
LEVEL: Club
REPORTS TO: Club Executive Committee

Purpose of Role

The Member Protection Information Officer (MPIO) is the first point of call for any enquiries, concerns or complaints about harassment or abuse. The MPIO provides information and moral support to persons with concerns/complaints.

The position of MPIO at a club level helps to improve awareness of child protection and harassment free sport and provide a safe and enjoyable sporting environment. The role is usually held by a volunteer.

Commitment & Training

- Length of commitment is relative to availability. Ideally a minimum of 2 seasons.
- Attendance at club meetings will be necessary
- Be available to provide support to members.
- Availability of contact information to the membership is necessary (i.e. website, newsletter)
- Completion of the free on-line training at www.playbytherules.net.au is required as a minimum
- Completion of an accredited MPIO course is preferable.

Key Areas of Responsibility

- Listen to complaints and concerns from members and visitors
- Provide support to members
- Provide information and options for member behaviour
- Keep up to date with information on harassment, discrimination and other forms of inappropriate behaviour
- Understand and follow club policies and procedures in relation to Member Protection.
- Be accessible and approachable to all club members
- Mediate complaints at a formal and informal level (optional depending on club policy)
- Maintain confidentiality
- Support and provide information to the Committee as required
- Assist with Annual risk assessment

Knowledge, skills and behaviour

- Ability to provide support but not take over
- Good communication skills
- Good listening skills
- Conflict resolution skills (preferred)
- Knowledge of Club Member Protection policies and procedures
- Able to work independently and as a team
- Flexible time frame
- Signing of the Prohibited Employment Declaration is essential to this position

Interactions

- Club Executive Committee
- Players, parents, coaches, managers, officials, spectators

Office Use Only

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