

Position Description

Member Protection Information Officer

Overview

A Member Protection Information Officer (MPIO) is the first point of call for any enquiries, concerns or complaints about harassment, abuse or other serious matters. An MPIO provides information about the rights, responsibilities, and options available to an individual making a complaint.

The MPIO listens, provides moral support and acts as a sounding board but they do not investigate or get involved in the complaint. The position of MPIO at a Club helps to improve awareness of child protection and helps to provide a safe and enjoyable sporting environment.

Responsibilities

1. Ensure the safety and welfare for Club Members by listening to complaints and concerns.
2. Assist in grievance and complaints resolution, by being available to provide support and information to members and respond to questions, complaints, concerns, or incidents.
3. Act as an impartial body, offering a sounding board to bounce ideas off, while providing support, information, and options to members.
4. Be accessible and approachable, while maintaining confidentiality.
5. Refer complaints and grievances to other bodies in conjunction with the complaints and grievance policy.
6. Awareness and understanding of Codes of Conduct, Policies, Child & Member Protection Policies, including creation and updating of these policies where necessary.
7. Liaise with members of the Club, President and Committee on issues as they arise.
8. Ensure and verify that the members who require a WWCC have provided their current number, expiry date and verification result.
9. Manage documents relating to Child Protection and the Working with Children Checks.
10. Attend Club meetings when necessary, assist and provide information to the Club Committee (if required).
11. Assist with annual risk assessment (if required).

An MPIO should be independent of any decision making at the Club, ensuring there is no conflict of interest so they may be neutral in their role.

A Committee member can have MPIO training however they should not hold the role of Club MPIO if they are to be part of the decision-making processes in relation to complaints.

End of year hand over

Updating key documents

At the end of each year a key activity of the MPIO will review and revise their position description to ensure it continues to reflect the requirements of the role.

The updated Position Description and supporting information must be provided to the Secretary prior to the Annual General Meeting each year.

Induction of the incoming MPIO

An important responsibility of the outgoing MPIO is to mentor and support the incoming MPIO.

Essential Skills and requirements

- Hold or willing to apply for a current volunteer “working with children” check
- MANDATORY: Completion of/or willingness to complete the free child protection & harassment on-line training at www.playbytherules.net.au is required
- MANDATORY: Completion of/or willingness to complete the Play By The Rules on-line MPIO course and attendance at an MPIO workshop
- Exceptional interpersonal and communication skills
- Good understanding of Club, State and National Policies and Procedures
- Good organisational skills
- Able to complete tasks independently and as a team
- Ability to provide support but not take over
- Signing of a Member Protection Declaration

The estimated time commitment required as the Member Protection Information Officer is 2 hours per week on average.

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