# Role Description

Member Protection Information Officer

*Note: The detail contained within this role description is indicative only and should be used as such by clubs to adapt to their needs.*

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| **ROLE INFORMATION** |
| **Purpose**  | A Member Protection Information Officer (MPIO) provides information and guidance on complaint procedures, and the rights, responsibilities and options available to individuals considering making a formal complaint or raising a concern in relation to any of a club’s safe and inclusive policies or procedures. |
| **Responsibilities**  | The primary responsibility of the MPIO is to ensure the safety and welfare for club members by: * Providing information and guidance to members on complaint handling procedures.
* Listening to complaints and concerns from members and assisting in the resolution process.
* Maintaining confidential records of complaints or concerns.
* Having an understanding on club policies and procedures in relation to complaints, Member Protection, Code of Conduct, Child Safety and Diversity and Inclusion.
* Liaising with members of the club, in particular the President and committee in regularly reviewing safeguarding policies to ensure they remain relevant and up-to-date with industry standards.
* Ensuring that the members who require a Working with Children Check have provided their current number, expiry date and verification result, as required.
* Managing documentation relating to child protection and Working with Children Check.
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| **People Management**  | Nil |
| **Budget Management**  | Nil  |
| Note: Add any additional information/requirements specific to the role that needs to brought to the reader’s attention. * This position requires a clearance/s to work with children which is an essential component of this role and therefore to continuing employment.
* The ordinary working hours for the club can include duty on weekends and evenings.
* The successful candidate for this role will be subject to a National Police Criminal History Check prior to appointment.
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| **EXPERIENCE AND CAPABILITIES** |
| **Qualifications and Experience** | * Working with Children Check.
* The successful candidate will be required to undertake training for the role as provided by “Play by the Rules” Member Protection Information Officer online course.
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| **Knowledge and Skills**  | * Possess good interpersonal and communication skills.
* Possess a good understanding of club policies and procedures in relation to complaints, Member Protection, Code of Conduct, Child Safety and Diversity and Inclusion.
* Good organisational skills.
* Good interpersonal and communication skills.
* Good conflict resolution skills.
* Be accessible and approachable to club members.
* Ability to provide support to club members when required.
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