New Lambton Football Club Juniors
Position Description – Member Protection Information Officer

JOB TITLE:

Member Protection Information Officer

OBJECTIVE:

The Member Protection Information Officer (MPIO) provides information and guidance on complaints procedures - they are the “go to” person for members who want to discuss problems at the club, particularly if they are considering making a formal complaint. They provide information about a person’s rights, responsibilities and options to individuals making a complaint or raising a concern. They can also provide information to administrators and complaint handlers with regard to the Member Protection Policy.

MPIOs play a key role in ensuring Football is safe, fair and inclusive. MPIO’s do this through ensuring club people and administrators know their rights and responsibilities and ensuring policies that focus on member protection are being implemented. Such policies may include but are not limited to the complaints policy and procedures, child protection policies, harassment and discrimination policies.

RESPONSIBILITIES:

- The MPIO role is primarily to help ensure that people understand the complaint handling process. It is important to understand that they **do not mediate, investigate or handle the complaint**. This is an important distinction for MPIO’s against the role of the complaint handler.
- An **MPIO** can be described as - a person who has satisfied the state's requirements for an MPIO. They are responsible for providing information about a person's rights, responsibilities and options to an individual making a complaint or raising a concern, as well as support during the process. For clarity, a **complaint handler** can be described as - any person in authority in the club who may be required to deal with complaints or concerns in the normal course of their duties. Includes committee officers (President, Secretary, ordinary committee members etc), coaches, and officials (referees and umpires).
- Listen to complaints and concerns from members and provide support, information and options to members in regard to their complaint or concern, including information on relevant policies, etc.
- Keep up to date with information relating to Member Protection.
- Understand club policies and procedures in relation to complaints, Member Protection and code of conduct and provide contact information for official complaints, counselling or other referrals.
- Maintain confidential records of complaints or concerns.
- Assist and provide information to the club Committee in relation to Member Protection.
- Work with the Club’s Working With Children Check Officer/s, as necessary.
- Assist with annual risk assessment (as necessary).
- Attendance at club meetings may be necessary, and upon request.

NEW LAMBTON FOOTBALL CLUB

RELATIONSHIPS:

- Reports to the Secretary and General Committee, noting that an MPIO should be independent of any decision making at the club and be neutral in their role.
- An MPIO should ensure there is no conflict of interest in any matter they respond to.
- An MPIO interacts with the Working With Children Check Officer, club committee, players, parents, coaches, managers, volunteers, officials, spectators.

ACCOUNTABILITY:

- Should report to the General Committee as requested on the general matters relating to the role, including child protection and WWC checks (in consultation with the WWCCO), noting to ensure confidentiality and sensitivity always.
- 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.
- Every club should have at least one (1) MPIO.
- The estimated time commitment required as the Member Protection Information Officer is up to 3 - 5 hours per week around peak periods of in-season. Away from these times, it would decrease.

ESSENTIAL SKILLS:

- Ability to provide support but not take over.
- Good communication and listening skills – be accessible and approachable.
- Conflict resolution skills.
- Good understanding of governing Constitution / By-Laws / Policies and Procedures.
- Able to complete tasks independently and as a team.
- An MPIO must also sign a Member Protection Declaration and must hold a valid NSW WWCC.
- Length of commitment to the role is relative to availability - ideally a minimum of 2 seasons.
- Completion of the on-line MPIO child protection, harassment and discrimination and complaint handling on-line training course at www.playbytherules.net.au is required, as well as attendance at an additional face-to-face MPIO workshop (this is required to be formally recognised nationally as a MPIO).

DESIRABLE SKILLS:

- Ability to plan events and activities for a year.
- Empathy.
- Listening skills.