

Member Protection Information Officer

Position Description

Purpose of Role (Why does this role exist?)

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 their club, particularly if they are considering making a formal complaint.

MPIOs 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. MPIOs 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/ Working With Children Check policies, and harassment and discrimination policies.

All NNSWF Member clubs are required to have a Member Protection Information Officer from season 2017 onwards.

Key Areas of Responsibility (Over what areas does this role have responsibility and accountability?)

- Listen to complaints and concerns from members
- Provide support, information and options to members in regards to their complaint or concern
- Understand club policies and procedures in relation to complaints, member protection and code of conduct.
- Keep up to date with information relating to Member Protection
- Manage documents relating to child protection and the NSW Working with Children Check
- Verify Working with Children Check numbers online
- Maintain confidential records of complaints or concerns
- Assist and provide information to the club committee in relation to Member Protection

Knowledge, skills and behaviour required (Competency)

- Completed the Member protection Information Officer Course
- Good interpersonal and communication skills
- Be accessible and approachable
- Good understanding of governing Constitution/By-Laws/Policies and Procedures
- Good organisational skills
- Conflict resolution skills
- Ability to provide support but not take over conversations
- **MPIO's must hold a valid NSW Working With Children Check**

Interactions and Conflicts of interest

An MPIO interacts with the club committee, players parents, coaches, managers, volunteers, officials, spectators

- An MPIO should be independent of any decision making at their club and be neutral in their role.
- An MPIO should ensure there is no conflict of interest in any matters they respond to
- A committee member can have MPIO training, however they should not hold the role of MPIO if they are to be part of decision making process in relation to complaints