



# NATIONAL CLUB DEVELOPMENT PROGRAM

## POSITION DESCRIPTION

### MARYLAND FLETCHER FOOTBALL CLUB

TITLE: Member Protection Information Officer

REPORTS TO: Club 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. MPIO provides information and moral support to persons with concerns/complaints.

The position of MPIO at a club helps to improve awareness of child protection and helps to provide a safe and enjoyable sporting environment. The role is usually held by a volunteer. Every club should have at least one (1) MPIO.

#### **Commitment & Training**

- Length of commitment to the role is relative to availability. Ideally a minimum of 2 seasons.
- Attendance at club meetings may be necessary.
- Be available to provide support to members and respond to questions or incidents.
- Completion of the free child protection & harassment on-line training found at <https://www.playbytherules.net.au/> is required.
- Completion of the PBTR on-line MPIO course and attendance at an MPIO workshop is preferable.

#### **Key Areas of Responsibility**

- Listen to complaints and concerns from members.
- Provide support, information, and options to members.
- Manage documents relating to child protection and the Working with Children check (if applicable)
- Verify WWC numbers on-line (if applicable)
- Keep up to date with information relating to member protection.
- Understand club policies and procedures in relation to complaints and Member Protection.
- Be accessible and approachable.
- Maintain confidentiality.
- Assist and provide information to the club Committee (if required)
- Assist with annual risk assessment (if required)

#### **Knowledge, skills, and behavior required.**

- Ability to provide support but not take over.
- Good communication and listening skills.
- Conflict resolution
- Knowledge of Club policies
- Able to complete tasks independently and as a team.

An MPIO must also sign a Member Protection Declaration and comply with the State relevant WWC Check as required.

#### **Interactions & Conflict 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 the club and be neutral in their role.
- An MPIO should ensure there is no conflict of interest in any matter they respond to.
- MPIO training and information is also a valuable resource to any committee member.
- 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. There are some clubs that have 2 or 3 MPIO's.