



HUNTER WESTERN HORNETS TOUCH FOOTBALL

POSITION DESCRIPTION

MEMBER PROTECTION INFORMATION OFFICER [MPIO]

Preamble

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 our sport 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 policies, harassment and discrimination policies.

At the operational level, the major function of the MPIO is to facilitate and oversee the effective administration of Hornets Working With Children Checks, and maintaining the WWCC database.

The MPIO an appointed member of the Management Committee.

1. Responsible To

1.1. The MPIO is responsible to the ASSISTANT REGIONAL DIRECTOR.

2. Direct Reports

2.1. Nil.

3. Knowledge and Skills Required

- 3.1. Completed the Member protection Information Officer Course (or willing to complete)
- 3.2. Good interpersonal and communication skills
- 3.3. Be accessible and approachable
- 3.4. Good understanding of governing Constitution/By-Laws/Policies and Procedures
- 3.5. Good organisational skills
- 3.6. Conflict resolution skills
- 3.7. Ability to provide support but not take over conversations
- 3.8. Must hold a valid NSW Working With Children Check (WWCC)

4. General

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

5. Meetings

- 5.1. Report to the Board at each meeting on the financial situation of the organisation
- 5.2. Report to the Board at each meeting on variances from the approved budget
- 5.3. With the ASSISTANT REGIONAL DIRECTOR, place any necessary financial items on the Board agenda in advance of the meeting
- 5.4. Report to the Annual General Meeting on the financial situation of the organisation
- 5.5. Attend all meetings, or, if absolutely unavoidable, apologise in advance for absence
- 5.6. Entitled to one vote only at a Board Meeting and/or Management Committee Meeting of the Club.
- 5.7. Where Board papers are circulated in advance of the Board meeting, read papers and consider issues before the meeting
- 5.8. Contribute to the discussion and resolution of issues at meetings and otherwise as appropriate
- 5.9. Each Board Member is to rotate minute taking responsibilities at all Board and General Meetings, as agreed upon by the majority.

6. Interactions and conflicts of interest

- 6.1. An MPIO interacts with the club committee, players parents, coaches, managers, volunteers, officials, spectators
- 6.2. An MPIO should ensure there is no conflict of interest in any matters they respond to
- 6.3. 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 (i.e. independent to the HEARINGS AND GREVIENCE OFFICER role)

7. Promotion

- 7.1. Promote the organisation in the community as opportunities arise

8. Fundraising

- 8.1. Participate enthusiastically in any fundraising approved by the Board

9. Legal & Ethical

- 9.1. Avoid making any improper use of their position in the organisation so as to gain any material advantage for themselves, or for any other person, or to the detriment of the organisation

- 9.2. Avoid making any improper use of any information acquired by virtue of their position in the organisation so as to gain any material advantage for themselves, or for any other person, or to the detriment of the organisation
- 9.3. If they have any direct or indirect material personal interest in any contract with the organisation, inform the Management Committee immediately
- 9.4. If they have any direct or indirect material personal interest in any contract with the organisation, not vote in the Management Committee on that issue
- 9.5. If they have any non-material personal conflict of interest in any matter before the Management Committee, or believe that the perception of such a conflict might arise, inform the Management Committee immediately and follow the Management Committee's rulings as to proper procedure
- 9.6. At all times conduct Management Committee business politely and with consideration for others, without ill feeling, improper bias, or personal animus

10. Term of Appointment

- 10.1. The MPIO is appointed for a 2 Year term. (**Odd Years**, i.e. 2019, 2021 etc)

11. Time commitment required

- 11.1. The estimated time commitment required is 1 hours per week.

12. Honorarium:

- 12.1. Yes. Pro rata based, paid at AGM's. (Refer to Honorarium Policy)

13. Position Review

- 13.1. This position description will be reviewed annually to ensure it remains relevant to club operations and reflects both community expectations and legal requirements.