



*Position Description*

---

## **MEMBER PROTECTION INFORMATION OFFICER**

A Member Protection Information Officer (MPIO) provides information about the rights, responsibilities and options available to an individual making a complaint. An MPIO is the first point of contact in a club or sporting organisation for any enquiries, concerns or complaints around harassment, abuse and other inappropriate behaviour.

The MPIO provides information and moral support to the person with the concern. MPIO's are impartial and do not investigate, lodge or mediate complaints. MPIO's play a key role in ensuring their club is safe, fair and inclusive. MPIO's do this through ensuring members know their rights and responsibilities and ensuring member protection policies are being implemented.

RESPONSIBLE TO: Club President

RESPONSIBILITIES:

Member Protection Information Officers will:

- Act as an impartial body, being available to members of the club to provide available options
- Be aware of and adhere to requirements of confidentiality with regards to notes, emails, meetings and any conversations participated in while holding the role of MPIO
- Help promote the MPIO role within your club
- Member Protection Information Officers may also be asked to act as MPIO for members of a different Club, due to conflicts of interest, availability or specific skill sets required

KEY CHALLENGES:

- Maintaining impartiality and confidentiality
- Offering information and options, not advice or suggested actions
- Identifying and disclosing any conflicts of interest identified

KNOWLEDGE & SKILLS REQUIRED:

- Good interpersonal and communication skills
- High level of integrity
- Thorough record keeping skills
- Strong regard for confidentiality
- Conflict resolution skills
- Be accessible and approachable
- Thorough understanding of Club, State and National Surf Life Saving policies and procedures
- Thorough knowledge of the Member Protection Policy and the Complaint Resolution Policy/Procedure
- Possess detailed awareness of child Safeguarding and SLSQ Safeguarding policies
- Possess a good understanding of all other Club, State and National Surf Life Saving policies and procedures
- Completion of "Play by the Rules" Child Protection e-learning
- Completion of "Play by the Rules" harassment and discrimination e-learning
- Completion of SLSA Safeguarding Children and Young People Awareness Course
- Undertake training for the MPIO role as provided by "Play by the Rules", including refresher training in keeping with registration expiry dates
- Undertake SLSQ MPIO role induction training and refresher courses

SPECIAL REQUIREMENTS:

- Be a financial member
- Be the holder of a current "Blue Card" or "Exemption Notice" issued by the Commission for Children and Young People and Child Guardian