POSITION DESCRIPTION: MPIO

(Member Protection Information Officer)

**Purpose:**

* The Member Protection Information Officer (MPIO) is the first point of call in the club for any enquiries, concerns or complaints about harassment and abuse.
* Provides information and guidance on complaints procedures - they are the 'go to' person if you want to discuss problems at your club/association, particularly if you are considering making a formal complaint.
* The MPIO is responsible to the club’s Board / Committee and club members.

**Responsibilities:**

* Non-Voting Position
* Listen to complaints and concerns from members and visitors.
* Provide support for all members.
* Provide information and options for member behaviour (not advice).
* Keep up to date with information on harassment, discrimination and other forms of inappropriate behaviour.
* Understand and follow club policies and procedures in relation to Member Protection
  + Softball Australia Member Protection Policy
  + Camels United Softball Club Social Media Policy
  + Camels United Softball Club Codes of Behaviour
* Be accessible and approachable to all club members.
* Mediate complaints at a formal and informal level.
* Maintain confidentiality for all club members.
* Provide relevant persons with the appropriate reports/documentation resulting from hearings.
* Carry out unbiased investigations and make reasonable recommendations.

**Personal Attributes**

* Ability to provide support
* Interpersonal skills
* Good communication skills
* Good conflict resolution skills
* Knowledge of Club Member Protection policies and procedures
* Able to work independently

**Important Role-Specific Information**

* ******A prohibited Employment Declaration Check is mandatory for this position.
* For further information, please refer to Play By The Rules website: [www.playbytherules.net.au](http://www.playbytherules.net.au)

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