Volunteer Position Description

Position	Position Description Completed
Member Protection Information Officer	2022
Member Protection Authority	**Operational Authority**
Member Services	Club President

PURPOSE STATEMENT

A Member Protection Information Officer (MPIO) provides information about the rights, responsibilities and options available to an individual making a complaint.
MPIOs are impartial and do not investigate or mediate complaints.

As subject matter experts they can also advise committees, administrators and complaint handlers in Member Protection Regulations and Safeguarding Policy to highlight non-compliance or to clarify the correct process during specific situations.

ROLE AND RESPONSIBILITIES

All Member Protection Information Officers will:

• Have a thorough knowledge of the Member Protection Policy and the Complaint Resolution Policy.

• Possess detailed awareness of Safeguarding and the Child Safe Policies.

• Possess a good understanding of all other Club, State and National Surf Life Saving policies and procedures.

• Provide advice regarding options for compliant resolution as outlined in the Complaints Resolution policy.

• Act as an impartial body, being available to all members of the club to provide options available in grievance and complaints resolution.

• 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.

Based on their skills, experience and availability, Member Protection Information Officers may also:

• Be aware of the planning and implementation of activities that require member protection and safeguarding components, and review Club processes regularly to ensure safety and welfare for Club members.

• Be proactive in matters of member welfare, creating awareness of policies and expectations at both member and executive level. Identify any Member Protection Policy non-compliance and raise with the club committee.

• Work with their club to ensure that the members who require a WWCC have provided their current number and expiry date as per the guidelines from the Office of the Children's Guardian.

• Be asked to act as MPIO for members of a different Club, due to conflicts of interest, availability or specific skills sets required.

• Be a support person if requested (and willing) during the complaint proceeding, or be able to provide contact details for local support agencies

ROLE AND RESPONSIBILITIES continued….

Key Challenges

- Maintaining impartiality

- Offering information and options, not advice or suggested actions

- Identifying and disclosing any conflicts of interest identified

Role Requirements

- Working with Children Check

- Be a current, financial member of SLSNSW Club

SKILLS AND QUALIFICATIONS REQUIRED

- Undertake training for the role as provided by "Play by the Rules" MPIO online course (includes modules Child Protection, Harassment & Discrimination, Member Protection Information Officer Training)

- Undertake the Virtual webinar component run by Morgan Lander Advisory or the Office of Sport, to be accredited

- Possess good interpersonal and communication skills

- Good organisational skills

- Ability to respond appropriately to members requiring support, using conversational skills to create a supportive environment and develop rapport

- Self-awareness in relation to their level of competence and any limitations

- Understanding of reporting and recording requirements of sensitive information in adherence with privacy legislation

- Understanding of responsibilities around confidentiality including its limitations

CHARACTERISTICS

- Genuine interest in helping others	- Ability to adapt communication style
- Community minded	- Professional yet affable
- Organised	- Flexible
- Resilient	- Self-awareness – insight into competence
- Self-directed (self-control and management)	- Integrity
- Good prioritisation skills	- Good moral judgement

KEY STAKEHOLDER RELATIONSHIPS

- Club Members

- Club President and Committee