**Member Protection Information Officer (MPIO)**

**Job Description**

A Member Protection Information Officer is an independent, first point of contact for enquiries, concerns or complaints around harassment, discrimination, abuse and other inappropriate behaviour.

A Member Protection Information Officer provides confidential, impartial and timely information and support to the person with the concern. A MPIO ensures that everyone involved is aware of their rights and responsibilities and works alongside the policies and procedures to ensure a fair and inclusive environment at the SBA.

**Responsibilities of an MPIO:**

* To listen and act as a sounding board
* Clarify basic points and concerns
* Understand and follow BV and SBA policies and procedures in relation to Member Protection.
* Refer to the Member Protection policy and explain what constitutes inappropriate behaviour; provide information about discrimination, harassment and child abuse
* Explain the complaints process and options available under the Member Protection policy to resolve the complaint
* Discuss any relevant laws, by-laws and the right to complain to external agencies (for example to the Victorian Equal Opportunity and Human Rights Commission)
* Offer to provide details for counselling or other referrals if appropriate or requested
* Monitor and follow up the enquiry or complaint
* Take complaints seriously
* Note the MPIO does not get involved in the official investigation process – they may refer a complaint to mediation or Club Official for investigation (e.g. breaches of code of conduct). Breaches of the Member Protection By-Law may be referred to a hearing of the Member Protection Tribunal.

A MPIO must:

* Maintain confidentiality if possible
* Record detailed notes
* Act impartially and not take sides

**Skills Required:**

* Good interpersonal and communication skills
* Good understanding of governing Constitution/By-Laws/Policies and Procedures
* Conflict resolution skills
* Current WWCC
* The MPIO must complete the [MPIO](https://www.playbytherules.net.au/online-courses/mpio-online-course) online course and attend state provided face to face training (half day)