**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.

The MPIO listens and acts as a sounding board but they do not investigate or get involved in

the complaint.

**Duties:** Listen to complaints and concerns from members, and provides information about

the rights, responsibilities and options available to an individual.

**Responsible to:** State Association President

**RESPONSIBILITIES AND DUTIES**

* Ensure the safety and welfare for Club members.
* Assist in grievance and complaints resolution.
* Act as an impartial body, offering a sounding board to bounce ideas off.
* Refer complaints and grievances to other bodies in conjunction with the complaints
* and grievance flow chart.
* Awareness of VSA Codes of Conduct & Child Protection. Refer to the member protection policy and the Safeguarding Guidelines. Member Protection Policy, VSA Safeguarding Guidelines
* Liaise with members of the Club, President and Executives,
* Work with the member clubs to ensure that the members who require a WWCC have provided their current number, expiry date and verification results.
* Work within the Child Protection in the Sport of Gliding in Victoria Guidelines and within the legislation Children, Youth and Families Act 2005 (Vic.)

**KNOWLEDGE AND SKILLS REQUIRED**

* Possess good interpersonal and communication skills
* Possess a good understanding of Club, State and National policies and Procedures
* Good organisational skills
* Undertake training for the role as provided by “Play by the Rules” (online training)
* MPIO online course and the Sport & Recreation Victoria (face to face training)