



VOLUNTEER POSITION DESCRIPTION

Position	Position Description Completed
Member Protection Information Officer	December 2020
Operational Authority	
Chairperson	

PURPOSE STATEMENT

The Member Protection Information Officer (MPIO) is trained to be the first point of contact for a person considering making a complaint under the Member Protection Policy. MPIOs provide confidential, impartial and timely information and support. They act as a sounding board and provide information about the local complaint resolution options available to address the individual's concerns.

MPIOs do not investigate or mediate complaints and have no jurisdiction to determine the method of addressing a complaint, make a decision about, or impose any disciplinary measure.

MPIO's may be called up to provide advice to administrators or complaint handlers regarding the Member Protection Policy and associated laws.

MPIOs are not advocates but they may elect to accompany complainants, if requested, to talk with someone else.

KEY AREAS OF RESPONSIBILITY

- Be familiar with SynchroWA policies relating to member protection, child safety and harassment, codes of conduct and grievance processes.
- Listen to complaints and concerns from members.
- Act as an impartial support person.
- Provide information about the Member Protection and other policies and the options available to resolve a complaint.
- Provide information about relevant laws and the right to complain externally.
- Discuss possible strategies the individual can use to deal directly with the other person.
- Provide contact details for counselling or other referrals as appropriate or as requested.
- Keep up to date with information relating to Member Protection.
- Maintain confidential records of complaints and concerns.
- Liaise with the Sport Officer to ensure an up-to-date Working with Children Check register is maintained.

ROLE REQUIREMENTS

- Be a current, financial member of SynchroWA.
- Hold a current WA Working with Children Check.
- Completed the “Play by the Rules” MPIO online course.
- Completed the DLGSC in-person course component.
- Be registered on the “Play by the Rules” MPIO National register.
- Possess a good understanding of the SynchroWA Constitution/By-Laws/Policies and Procedures.
- Knowledge of a variety of conflict resolution options and the procedures available to members.
- Good understanding of reporting and recording requirements of sensitive information in adherence with privacy legislation.
- Good understanding of responsibilities around confidentiality including its limitations.

KEY CHALLENGES

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

CHARACTERISTICS

- A demonstrated commitment to the principles of fair, safe and inclusive sport.
- Community minded.
- Personal integrity with the ability to treat individuals and their circumstances with respect and sensitivity.
- Well-developed interpersonal and communication skills with the ability to deal effectively with people faced with difficult or sensitive issues.
- Be accessible, approachable, supportive, non-judgmental and impartial.
- Good conflict resolution skills.

KEY STAKEHOLDER RELATIONSHIPS

- SynchroWA Board
- SynchroWA Sport Officer
- Club MPIOs
- Members