



Position Description – Member Protection Information Officer

Melbourne University Futsal Club

1. Position Title

Member Protection Information Officer

2. Objective

Member Protection Information Officers (MPIOs) are there to listen to issues raised by members of any sport before triaging and referring them to the right place to find a resolution. The MPIO is responsible for providing information about a person's rights, responsibilities and options to an individual or group making a complaint or raising a concern that occurs in the context of sport.

3. Responsibilities

- Understands the current landscape for member protection and child safeguarding policies in sport.
- Listen to complaints and concerns from members. Provide support, information and options as required.
- Helps promote an inclusive, safe, fair environment in the club.
- Keep up to date with information relating to member protection
- Understand Melbourne University Futsal Club Policies and procedures in relation to complaints and Member Protection, including the Club Constitution and MU Sports Club and Club Member Grievance Principles, and Sport Integrity Australia's National Integrity Framework.
- Has the contact details for the relevant National Integrity Manager for Futsal.
- Distributes resources in the club to raise awareness of relevant member protection and child safeguarding policies.
- Acts as a trusted person for club members to share disclosures or allegations of prohibited conduct.
- Be accessible and approachable
- Maintaining confidential records of complaints or concerns.
- Validates feelings and provides options for wellbeing support.
- Supports persons making complaints to identify the right reporting channels and contacts available to them.
- As required, shares information with relevant authorities or persons managing complaints in accordance with confidentiality and privacy principles.
- Assist and provide information to the club Committee (if required)
- Assist with annual risk assessment (if required)



4. Relationships

- The Clubs MPIO reports to the Club President and Club Committee
- The Clubs MPIO should liaise with the University of Melbourne's Safer Community Program for support and advice on the handling of complaints or concerns.
- The Clubs MPIO should liaise with Football Victoria's MPIO.

5. Accountability

- The MPIO is accountable to Club Members in providing Information about their membership rights.

6. Skill

6.1. Essential Skills

- Complete MPIO Online Course provided by the Play by the Rules / Sport Integrity Australia eLearning platform.
- Ability to provide support but not take over
- Good communication and listening skills
- Conflict resolution
- Knowledge of Club policies
- Able to complete tasks independently and as a team
- Ability to manage interactions independently and ensure no conflict of interest in any matter they respond to.