



VICTORIAN SOARING ASSOCIATION

ABN 334 265 99 881 / A0026788B
Our Values: Respect, Integrity, Confidentiality, Honesty

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)