

# MEMBER PROTECTION INFORMATION OFFICER JOB DESCRIPTION

## Overview:

The Member Protection Information Officer (MPIO) is the first point of call within DBWA for any enquiries, concerns or complaints about harassment and abuse.

An MPIO provides information about the rights, responsibilities and options available to an individual who may have concerns regarding a person, club or situation within Dragon Boating WA. They may reside in a club, state association or national sports organisation and can also freelance – depending on the current regulation within DBWA's constitution.

The MPIO provides confidential information and moral support to the person who has expressed the concern and related parties.

The MPIO is responsible to all club's Board / Committee, club members and volunteers.

## Duties:

- Listen to complaints and concerns from members and visitors/volunteers.
- Provide support for all members.
- Provide information and options for member behaviour (not advice).
- Keep up to date with information on harassment, discrimination and other forms of inappropriate behaviour.
- Understand and follow DBWA policies and procedures in relation to Member Protection.
- Be accessible and approachable to all club members.
- Maintain confidentiality.
- Provide relevant persons with the appropriate reports/documentation resulting from hearings.
- Carry out unbiased investigations and make reasonable recommendations.

## Position Requirements:

- Ability to provide support
- Interpersonal skills
- Good communication skills
- Good conflict resolution skills
- Knowledge of Club Member Protection policies and procedures
- Able to work independently

Should any member, or club feel that they require the support of DBWA's MPIO, please send an email through to [dbwa@optusnet.com.au](mailto:dbwa@optusnet.com.au) requesting MPIO assistance, and we can put you in touch with our current position holder.