



HOBART PCYC MPIO POSITION DESCRIPTION

Acknowledgement of Country:

Hobart PCYC acknowledges the Traditional Owners of the land on which we work and undertake our activities and programs. We pay our respects to Elders past, present and emerging. We respect the cultures of all First Peoples, their contribution to our nation and contribution to our local community.

Position Summary	
Position Title:	Member Protection Information Officer (MPIO)
Position Category:	Volunteer appointed position
Key Relationships:	Members; member protection contact point outside of the General Manager, Hobart PCYC staff and Management Committee for all Club members;
Accountability:	<p>The MPIO's primary accountability is to Club Members however, all necessary reporting must be undertaken in accordance with legislative requirements and to the Management Committee.</p> <p>The MPIO would not be expected to report to the Management Committee where matters can be resolved, without compromise to Club integrity.</p> <p>MPIO's shall seek support from the Hobart PCYC Committee and/or General Manager where required and appropriate.</p>
Objective:	To support members and protect them and the overall wellbeing of the Club.
General Role Description:	<p>The MPIO's role within the Hobart PCYC is to provide member welfare education and support. Their primary role includes:</p> <ul style="list-style-type: none"> Provision of confidential support and assistance to other members who wish to raise a concern or grievance, or who have had a grievance lodged against them. Provide Triage; act as initial contact for members; their role is to prioritise actions, needs and urgency based on assessed risk, need and grievance/complaint. Investigate and manage complaints in accordance with Hobart PCYC's policies and moderate mediation conferences. Provide support and education around safeguarding children to members as required. Refer matters to Police and the Independent Regulator as required by legislation

and outlined in Hobart PCYC's policies.

Key Responsibilities

<p>Education</p>	<ul style="list-style-type: none"> • Promote values and respect within the Club and provide education as required to staff, volunteers, members and the Management Committee in relation to: • Promoting a respectful club. • Educating members and applying policy in regard to applicable laws, policies or guidelines. • Actively reflect the values of Hobart PCYC in all dealings with the community and other volunteers.
<p>Administration & Reporting</p>	<ul style="list-style-type: none"> • Maintain timely and accurate records, maintain confidentiality at all times and oversee key checks and balances of member welfare related records. • Provide relevant persons with the appropriate reports/documentation resulting from interactions. • Work with General Manager to ensure staff and volunteers aged 18 years and above have their WWVP registration. • Maintain confidentiality for all club members.
<p>Process Coordination Mediation and Investigation</p>	<ul style="list-style-type: none"> • Responsible to oversee the support process and act as Triage for member related grievances, ensure issues are managed through to resolution and/or escalation point in a timely manner. • Report matters of child protection immediately according to policy • Carry out unbiased investigations and make reasonable recommendation • Mediate complaints at a formal and informal level • Escalate matters to the Management Committee where operations or member wellbeing may be compromised or negated.
<p>Support</p>	<ul style="list-style-type: none"> • Provide advice and support to membership, both formal and informal, as required. • Be accessible and approachable to all club members - contact point for member protection issues outside of committee • Raising member concerns in regard to club constitution, standard operating behavior and associated by-laws
<p>Safeguarding Children and Young People</p>	<ul style="list-style-type: none"> • Act as the Safeguarding Children Officer. • Understand and comply with the guidelines of Hobart PCYC Safeguarding Children and Member Protection policies. • Understand and comply with the Child and Youth Safe Standards and Universal Principle for Aboriginal Cultural Safety.

Key Responsibilities

Human Resources & WHS	<ul style="list-style-type: none"> • Ensure the compliance of WHS guidelines and procedures, using protective clothing or equipment provided at all required times. • Identify hazards, monitor and assess risk, and immediately report any injury, near miss and damaged equipment or any other hazard observed in the workplace. • Demonstrates duty of care, consider own safety and the safety of others at all times. • Promote the Equal Opportunity, Harassment and Bullying policy by treating fellow staff and others fairly and equitably and without discrimination, harassment or bullying.
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Key Competencies

Essential Competencies:	<ul style="list-style-type: none"> • Independent (i.e. not a member of Hobart PCYC). • Familiarisation with Hobart PCYC's constitution. • Familiarisation with child protection laws and reporting mandates. • Familiarisation with safeguarding children legislation. • Familiarisation with Hobart PCYC's Member Protection Policy. • Familiarisation with Hobart PCYC's Grievance Policy • Familiarisation with Hobart PCYC's Safeguarding Children policies. • Professional approach to record keeping and due process. • Completed Play by the Rules and Active Tasmania MPIO training modules. • Current Working with Children Registration.
Desirable Competencies:	<ul style="list-style-type: none"> • Attend suggested training courses as determined by Hobart PCYC. • Experience in mediation, investigation or counselling. • Previous experience managing sensitive information.

Approval

Owner:	Hobart PCYC
Creator:	General Manager
Approved by:	Hobart PCYC Management Committee
Approval Date	25 June 2024
Date Effective:	1 July 2024
Review Date	Every 3 years