



GUFC – Member Protection Information Officer (MPIO)

ROLE INFORMATION	
Purpose	A Member Protection Information Officer (MPIO) provides information and guidance on complaint procedures, and the rights, responsibilities and options available to individuals considering raising a concern or making a formal complaint in relation to any of the club’s safe and inclusive policies or procedures.
Responsibilities	<p>The primary responsibility of the MPIO is to support the safety and welfare of club members by:</p> <ul style="list-style-type: none"> • Having an understanding of club policies and procedures in relation to complaints, Member Protection, Code of Conduct, Child Safety, Diversity & Inclusion • Providing information and guidance to members on complaint procedures • Receiving written complaints from members and assisting in the complaints resolution process when complaint DOES NOT involve children • Forwarding written complaints to either Child Safety Officer (if child involved) or Coach/Officials or Executive Committee for other complaints as appropriate • Maintaining confidential records of complaints or concerns • Ensuring that the members who require a Working with Children Check have provided their current number, expiry date and verification result, as required • Managing documentation relating to child protection and Working with Children Check • Liaising with members of the club, in particular the President and Committee in regularly reviewing safeguarding policies to ensure they remain relevant and up-to-date with industry standards <p>NOTE: The MPIO does NOT investigate, advise or advocate for the complainant.</p>
Organisation level	<ul style="list-style-type: none"> • Forwards complaints involving child/children to Child Safety Officer • Reports general complaints to Executive Committee
EXPERIENCE AND CAPABILITIES	
Qualifications and Experience	<ul style="list-style-type: none"> • Satisfactory Working with Children/Vulnerable People Check essential • National Police Criminal History Check required • Training for the role as provided by “Play by the Rules” Member Protection Information Officer online course required
Knowledge and Skills	<ul style="list-style-type: none"> • Possess a good understanding of club policies and procedures in relation to complaints; Member Protection; Code of Conduct; Child Safety, Diversity & Inclusion • Possess good interpersonal and communication skills. • Possess good organisational skills. • Be accessible and approachable to club members. • Ability to provide support to club members when required.