

# **Dubbo Touch Association**

## **Position Description for Member Protection Officer**

### **Brief description of the Member Protection Officer Role:**

Member Protection Information Officers play an important role in sport. They provide information and guidance on complaints procedures - they are the 'go to' person if you want to discuss problems at your club/association, particularly if you are considering making a formal complaint. They also keep records of Working With Children Checks for members of the association.

### **Duties:**

1. Complete the Member Protection Information Officer Course
2. Listen to complaints and concerns from members. Be accessible and approachable.
3. Provide support, information and options to members in regards to their complaint or concern. Supply all available options to the individual.
4. Understand club policies and procedures in relation to complaints, member protection and code of conduct.
5. Administer and review the Child Safe Standards Policy
6. Keep up to date with information relating to Member Protection.
7. Manage documents relating to child protection and the NSW Working with Children Check.
8. Verify Working with Children Check numbers online for all committee positions as well as volunteers working with children. This includes respectfully liaising with Rep Player Coordinator for all coaches, managers and volunteers as well as the Referee Director for all referees in both rep and social competitions.
9. Maintain confidential records of complaints or concerns.
10. Attend committee meetings on a regular basis and attend to tasks delegated at these meetings.
11. Provide support and assistance to other committee members as required.
12. Have a current Working with Children Check.