

MAITLAND CITY SOFTBALL CLUB INC

JOB DESCRIPTION FORM

MEMBER PROTECTION OFFICER

The Member Protection Officer is the first point of contact for members, parents and club officials in relation to grievance resolution.

Responsible to:

The Member Protection Officer is directly responsible to the President of Maitland City Softball Club Inc and the members of Maitland City Softball Club Inc.

Responsibilities and Duties:

The Member Protection Officer should:

- Complete and/or maintain appropriate training through the Department of Sport and Recreation of the sanctioned MPO training seminars. This training is available online and takes approximately four hours to complete and can be done as one session or multiple sessions.
- Be the first point of contact for the membership, parents and club officials to hear any grievances in relation to harassment surrounding but not limited to sexual harassment, age discrimination, gender discrimination, sexual orientation discrimination and religious discrimination
- Listen objectively to the complaint (s)
- Provide information and options about what a complainant may do but not give advice
- Make the complainant aware of the Maitland City Softball Club Inc Constitution, policies and procedures and Softball NSW policies and procedures in relation to the grievance
- Support the complainant in taking the issue further if that is what the complainant opts to do
- Keep up to date with legislation in relation to harassment, discrimination and any other forms of inappropriate behaviour
- Understand and be aware of the policies and procedures of the Maitland City Softball Club Inc
- Keep written records of meetings and issues surrounding the grievance
- Be accessible, approachable and able to maintain confidentiality
- Lead any sub-committee or meeting established to hear any grievance issues
- Report the results of any findings, in writing, to the committee for action, if required and for record-keeping
- Promote our Club's Mission, Purpose and Values

Knowledge and Skills Required:

Ideally the Member Protection Officer is someone who:

- Is approachable and respected within the Club
- Is able to understand and disseminate the information to the membership about the Club's policies
- Is able to keep good records
- Is able to work in a logical and orderly manner
- Is able to maintain confidentiality