

Club Members' Delegate Position Description

The Members' Delegate / Member Protection Information Officer (MPIO) / Safety (first aid) Officer is the first point of call for any enquiries, concerns or complaints about harassment or abuse. The Members Delegate will provide information and support to persons with concerns/complaints and advice on club policies and procedures to solve issues within the Mt Carmel Tennis Club.

Desirable Attributes

The Members' Delegate should:

- Have completed the relevant State Member Protection Information Officer Course
- Have good interpersonal and communication skills
- Be an approachable person
- Have good organisational skills
- Have a strong understanding of the club policies and procedures including the complaint handling process
- Have good conflict resolution skills
- Be unbiased and impartial on all issues.
- Hold or be willing to apply for a current volunteer's Working With Children Check or equivalent
- Hold or be willing to hold appropriate First Aid qualifications

Responsibilities

The general responsibilities of the MPIO may include, but are not limited to the following responsibilities:

- Be accessible and approachable to all members
- Maintain confidentiality for all members
- Ensure the safety and welfare of Club Members
- Monitor and record both complaints and concerns from members
- Provide support for all members
- Understand and follow Club policies and procedures in relation to Member Protection
- Understand the Tennis Australia Member Protection Policy and Safeguarding Children program
- Mediate complaints at an informal and formal level
- Identify options for resolution of conflicts
- Provide relevant persons with the appropriate reports/documentation resulting from mediations
- Conduct unbiased investigations and make reasonable recommendations
- Determine and regularly audit and update the medical equipment required for club activities
- Maintenance of the Club's AED
- Continually review club activities to ensure suitably qualified first aid officers are always in attendance at club training and competitions

If at any stage the Members' Delegate (MPIO) becomes aware of a personal conflict of interest, real or perceived between themselves and the club, they should immediately notify the Club President of the conflict who will immediately inform all other committee members.

The estimated time commitment required as the MPIO is 1-2 hours per week.