



JOB TITLE:	MEMBER PROTECTION OFFICER	JOB CATEGORY:	VOLUNTEER
REPORTS TO:	President		
POSITION TERM:	1 Year		
TIME COMMITMENT:	As needed		
APPLICATION TYPE:	Nominate to AGM for vote		

JOB DESCRIPTION:

OBJECTIVE

- To ensure that the Springfield Lakes Netball Club treats all members equally, fairly and with respect
- Ensure prompt resolution of both written and oral complaints

RESPONSIBILITIES

- Be the first point of contact for the members, parents, and officials to hear any grievances in relation to harassment, child protection, discrimination, and any other forms of inappropriate behaviour
- Undertake any duties of a Complaint Manager (as per Netball Australia’s Member Protection Policy.
- Act as an impartial body, offering information and options to what a complainant may do but DO NOT give advice
- Be able to identify options for resolution of conflicts and grievance
- Refer complaints and grievances to other bodies in conjunction with the Club Policies and Procedures
- Support the complainant in taking the issue further if that is what the complainant opts to do
- Ensure that information about how and where to complain is kept up to date and made available and that the information is in line with the Complaints Handling Policy of the Club
- Understand and be aware of the policies and procedures of the Club
- Keep written records of meetings and issues surrounding any grievance
- Acknowledge complaints in a timely manner, address complaints promptly and keep the complainant informed throughout the process
- Clarify the key issues if the complaint with the complainant
- Declare any actual or potential conflicts of interest
- Act without bias, reach conclusions and form views on the facts of the case, considering matters that are relevant and not those irrelevant
- Consult with people within the Club who have experience relevant to the issue
- Give reasons for any decisions made, any changes that have resulted from the complainant and details of any remedy
- Keeping all information relating to the issue/parties involved confidential
- Keep up to date with information in relation to harassment, discrimination, child protection and any other forms of inappropriate behaviour
- Be accessible, approachable, and able to maintain confidentiality
- Ensure all responses and outcomes are recorded, filed, and reported to the Choose an item. committee to assist with best practice and continuous improvement on complaint handling procedures

KNOWLEDGE/SKILLS

- Good interpersonal and communication skills



- Be able to understand and disseminate the information to the members about Club policies
- Good interpersonal and communication skills with a wide range of people
- Be able to formulate written reports on all issues/outcomes/findings
- Be able to assist in the formulation of a written complaint for complainants who require additional assistance
- High attention to detail
- Respect for confidentiality
- Can keep and maintain accurate records
- Can work in a logical and orderly manner

PERSONAL ATTRIBUTES

- Well organised and able to work in a logical orderly manner
- Ethical, honest, and trustworthy
- Dedicated association person
- Sympathetic and empathetic

OTHER

- Must have a Working with Children Card (Blue Card)
- Eligible for a National Criminal Police Check
- Must be a registered member of Netball Queensland

NOTES:	For further information regarding this position please contact (insert contact name and email/phone details)		
REVIEWED BY:	Click here to enter text.	DATE:	Click here to enter a date.
APPROVED BY:	Click here to enter text.	DATE:	Click here to enter a date.
LAST UPDATED BY:	Click here to enter text.	DATE/TIME:	Click here to enter text.