



# LIFE SAVING VICTORIA POSITION DESCRIPTION

Position Summary	
<b>Position Title:</b>	Member Protection Officer (MPO)
<b>Position Category:</b>	Volunteer appointed position
<b>Key Relationships:</b>	Members; member protection contact point outside of the committee for all club members; LSV Member Protection Coordinator; escalated Member Protection issues and policy interpretation support
<b>Accountability:</b>	The MPO's primary accountability is to their Club Members The MPO would not be expected to report to the committee where matters can be resolved, without compromise to club integrity MPO's shall seek support from the LSV Member Protection Coordinator.
<b>Objective:</b>	To support members and protect them and the clubs wellbeing.
<b>General Role Description:</b>	<p>The MPO's role within the club is to provide member welfare education and support. Their primary role includes:</p> <ul style="list-style-type: none"> <li>Provision of confidential support and assistance to other members who wish to raise a concern or grievance, or who have had a grievance lodged against them.</li> <li>Provide Triage; act as initial contact for members; their role is to prioritise actions, needs and urgency based on assessed risk, need and grievance/complaint.</li> <li>Investigate and manage complaints and moderate mediation conferences.</li> <li>Provide support and education around safeguarding children to other members.</li> <li>Refer matters to Police as outlined in Member Protection Policy.</li> </ul>



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Key Responsibilities	
<b>Education</b>	<p>Responsible to promote values and respect with the club and provide proactive education to club members and committees.</p> <ul style="list-style-type: none"> <li>Promoting a respectful club</li> <li>Educating members and applying policy in regard to applicable laws, policies or guidelines</li> </ul> <p>Actively reflect the values of the LSV and Life Saving Club in all dealings with the community and other volunteers.</p>
<b>Administration &amp; Reporting</b>	<p>Maintain timely and accurate records, maintain confidentiality at all times and oversee key checks and balances of member welfare related records.</p> <ul style="list-style-type: none"> <li>Provide relevant persons with the appropriate reports/documentation resulting from hearings</li> <li>Work with the club committee to ensure members 18 years and above have their WWC Check</li> <li>Maintain confidentiality for all club members</li> </ul>
<b>Process Coordination Mediation and Investigation</b>	<p>Responsible to oversee the support process and act as Triage for member related grievances, ensure issues are managed through to resolution and/or escalation point in a timely manner.</p> <ul style="list-style-type: none"> <li>Report matters of child protection immediately according to policy</li> <li>Carry out unbiased investigations and make reasonable recommendation</li> <li>Mediate complaints at a formal and informal level</li> <li>Escalate matters to the committee where club operations or member wellbeing may be compromised or negated</li> <li>Liaison with LSV Member Protection Coordinator regarding member protection issues where guidance and support is required</li> </ul>
<b>Support</b>	<p>Provide advice and support to membership, both formal and informal, as required.</p> <ul style="list-style-type: none"> <li>Be accessible and approachable to all club members - contact point for member protection issues outside of committee</li> <li>Raising member concerns in regard to club constitution, standard operating behavior and associated by-laws</li> </ul>



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## Key Responsibilities

<b>Safeguarding Children and Young People</b>	<p>Understand and comply with the guidelines of the LSV's and SLSA's Safeguarding Children and Young People</p> <p>Act as the Safeguarding Children Officer, where no representing is nominated to the position.</p>
<b>Human Resources &amp; OHS</b>	<p>Ensure the compliance of OHS guidelines and procedures, using protective clothing or equipment provided at all required times</p> <p>Identify hazards, monitor and assess risk, and immediately report any injury, near miss and damaged equipment or any other hazard observed in the workplace</p> <p>Demonstrates duty of care, consider own safety and the safety of others at all times.</p> <p>Promote the Equal Opportunity, Harassment and Bullying policy by treating fellow staff and others fairly and equitably and without discrimination, harassment or bullying.</p>

## Key Competencies

<b>Essential Competencies:</b>	<ul style="list-style-type: none"> <li>Current Club Member or Independent</li> <li>Familiarisation with club constitution</li> <li>Familiarisation with child protection laws and reporting mandates</li> <li>Familiarisation with safeguarding children legislation</li> <li>Familiarisation with SLSA Member Protection Policy</li> <li>Professional approach to record keeping and due process</li> <li>Completed <b>Play by the Rules</b> MPO online training modules</li> <li>Complete Safeguarding Children Training</li> <li>Current Working with Children Check</li> </ul>
<b>Desirable Competencies:</b>	<ul style="list-style-type: none"> <li>Attend suggested training courses as determined by LSV from time to time</li> <li>Experience in mediation, investigation or counselling</li> <li>Previous experience managing sensitive information</li> </ul>