PORT MACQUARIE BASKETBALL ASSOCIATION
POSITION DESCRIPTION

MEMBER PROTECTION INFORMATION OFFICER (MPIO)

PORTFOLIO	Governance and Compliance
LOCATION	Port Macquarie
CLASSIFICATION	Honorarium ($1,000 per calendar year)
POSITION NO.	1.22.2

ABOUT PORT MACQUARIE BASKETBALL ASSOCIATION (PMBA)

Port Macquarie Basketball Association was founded in 1967 and has a proud history of growing and developing basketball at a local and representative level.

The Association is financially stable with around 1200 members and offers Aussie Hoops development programs for pre-schoolers and 8-10 year old's, competition games for every age group from under 12 to A Grade men and women. In 2023 there are 11 junior representative teams and a senior men's team playing in the BNSW Waratah Leagues.

With one of the newest six court facilities in NSW the Association regularly hosts Basketball NSW representative carnivals, school events, State League rounds and the Seaside Classic.

POSITION PURPOSE

The Member Protection Information Officer (MPIO) provides information and guidance on complaints procedures - they are the 'go to' person for members who want to discuss problems at PMBA, particularly if they are considering making a formal complaint to PMBA or BNSW.

The MPIO provides information to members about their rights, responsibilities and options when considering making a complaint or raising a concern. It also provides information to administrators and complaint handlers about the Member Protection Policy.

The MPIO plays a key role in ensuring Basketball is safe, fair and inclusive. The MPIO does this through ensuring members and administrators know their rights and responsibilities and ensuring policies and procedures that focus on member protection are being implemented. Such policies and procedures may include but are not limited to the Member Protection Policy, Complaints Handling Procedure, Child Protection Guidelines, Harassment and Discrimination Guidelines.

KEY ACCOUNTABILITIES

- Listen to complaints and concerns from members
- Provide support, information and options to members about their complaint or concern
- Understand PMBA and BNSW policies and procedures in relation to complaints, member protection and code of conduct.
- Keep up to date with information relating to Member Protection
- Maintain confidential records of complaints or concerns
- Assist and provide information to the club committee in relation to Member Protection

KEY RELATIONSHIPS

WHO	WHY
Internal	
Members	Listen to complaints and concerns Provide support, information and options about complaints or concerns
Administrators	Provide support and information on the operation of the Member Protection Policy and related procedures
PMBA Board	Receive leadership, advice and support Escalate issues, keep informed, advise, receive guidance and instructions Provide recommendations and inform through reporting any emerging issues
External	
BNSW	
Child Story Reporting Community	If you suspect, on reasonable grounds that a child or young person is at risk of harm you should report it to the Child Protection Helpline on phone 132 111, 24 hours a day, 7 days a week or via Child Story.

POSITION DIMENSIONS

Reporting Line: Governance and Compliance Director

Direct Reports: None

Indirect Reports: None

Financial delegation: None

Budget/Expenditure: None

ESSENTIAL REQUIREMENTS

1.   Good interpersonal and communication skills
2.   Be accessible and approachable
3.   Good understanding of governing Constitution/By-Laws/Policies and Procedures
4.   Good organisational skills
5.   Conflict resolution and complaints handling skills
6.   Ability to provide support but not take over conversations
7.   **Must hold a valid NSW Working With Children Check (WWCC)**
8.   **Must complete the free online MPIO course offered by** *Play By the Rules*

CAPABILITIES

Below is the full list of capabilities for this role as per the NSW Public Sector Capability Framework.

CAPABILITY GROUP	NAME
Personal Attributes	Display Resilience and Courage
	Act with Integrity
	Manage Self
	Value Diversity
Relationships	Communicate Effectively
	Work Collaboratively
	Influence and Negotiate
Results	Think and Solve Problems
Business Enablers	Technology