



TTV MEMBER PROTECTION INFORMATION OFFICER - JOB DESCRIPTION

Overview:

The TTV Member Protection Information Officer (MPIO) will be the first point of call for any TTV affiliated club or TTV registered member who has enquiries, concerns or complaints about harassment and abuse within their own club.

The MPIO provides confidential information and moral support to the person with the concern or who is alleging harassment.

The MPIO is ultimately then responsible to the club's Board / Committee and club members.

Duties:

- Listen to complaints and concerns from TTV members and TTV Affiliated Clubs visitors.
- Provide support for all TTV members.
- Provide information and options for TTV member behaviour (not advice).
- Keep up to date with information on harassment, discrimination and other forms of inappropriate behaviour.
- Understand and follow TTV's policies and procedures in relation to Member Protection.
- Be accessible and approachable to all affiliated club members.
- Mediate complaints at a formal and informal level.
- Maintain confidentiality for all TTV affiliated club members.
- Provide relevant persons with the appropriate reports/documentation resulting from hearings.
- Carry out unbiased investigations and make reasonable recommendations.

Position Requirements:

- Ability to provide support
- Good communication skills
- Good conflict resolution skills
- Knowledge of TTV's Club Member Protection policies and procedures
- Able to work independently
- Interpersonal skills

Notes:

A Prohibited Employment Declaration Check is mandatory for this position.

TTV will provide a small stipend for the successful applicant.

TTV will also cover costs for training courses and travel if necessary.