



Member Protection Officer (MPO)

Volunteer Committee Position Description



Reports To

President (independently of committee on protection matters)



Works Closely With

MPIO, President, Lead Registrar, Lead Coaching Coordinator

PURPOSE OF THE ROLE

The MPO is the club's independent, point of contact for formal member protection complaints and WWCC compliance. The MPO handles complaints that cannot be resolved informally, maintains the WWCC compliance register, and escalates to the President only when a matter cannot be resolved at club level.

KEY RESPONSIBILITIES

- Act as the club's independent first point of contact for all formal member protection complaints
- Maintain a thorough working knowledge of the club's Member Protection Policy and Newcastle Football requirements
- Receive, assess, and manage complaints in a fair, impartial, and strictly confidential manner
- Attempt to resolve complaints at club level where appropriate; escalate to the President only when necessary
- Maintain the club's WWCC compliance register for all coaches and team managers — liaising with the Lead Registrar to identify any outstanding or unverified submissions through PlayFootball, and following up directly with individuals to ensure full compliance before they take the field
- Maintain accurate and confidential records of all complaints and outcomes
- Ensure all complaints processes are followed correctly and outcomes communicated appropriately
- Attend formal MPO training through Newcastle Football (required for this role)
- Advise the President and committee on member protection matters at a governance level — without breaching confidentiality
- Work with the MPIO on child safe culture and policy awareness across the club

TIME COMMITMENT



2–4 hours/month (responsive; higher when complaints are active)



People Management

N/A



Budget Management

N/A

SKILLS & EXPERIENCE (HELPFUL, NOT REQUIRED)

- Hold or willing to obtain a current volunteer Working With Children Check (WWCC) — essential
- Formal MPO training through Newcastle Football (required)
- Ability to remain impartial and independent in sensitive situations
- Understanding of child safeguarding and formal complaints-handling processes
- Good communication and conflict resolution skills



Essential Requirements

This role requires a current Working With Children Check (WWCC) — or willingness to obtain one prior to commencing the role. The ordinary hours of this volunteer role can include weekends and evenings.



End-of-Year Handover

At the end of each season, the outgoing role-holder is responsible for: (1) reviewing and updating this position description to ensure it reflects how the role has evolved; (2) submitting the updated

PD to the Secretary prior to the AGM; (3) participating in handover with their successor — sharing key contacts, documents, passwords, and institutional knowledge to ensure continuity for the club.

 You'd be great for this if...

You're someone people trust completely. You handle sensitive information with care, remain impartial under pressure, and know the difference between resolving something yourself and knowing when to escalate. This is one of the most important roles in our club.