

Position Description: Maccabi Integrity Officer

Statement

Maccabi Australia and its affiliated States and clubs regard protecting the rights and interests of its members, volunteers and coaching staff, and participants in all Maccabi activities and events of paramount importance.

We are concerned to ensure that all members, coaching staff, volunteers and participants:

- Behave responsibly to each other and comply with the rules of our organisation;
- Be treated fairly; and
- Have their rights and interests fully protected at all times whilst participating in all Maccabi activities and events.

Overview

MIOs are the “front line officers” in the Maccabi organisation that are to give effect to the above objectives. They are to deal with Integrity complaints and grievances at first instance. There is to be a MIO in each State and one national MIO.

Responsibilities

The State MIOs will be responsible to deal with State based issues (eg. matters relating to a particular affiliated Maccabi club) or matters arising at a particular event hosted in a State (eg at a Junior Carnival).

The national MIO will be responsible to deal with national and international issues and matters that may impact on the standing and reputation of Maccabi as a whole.

The MIO will receive a complaint or grievance – either directly from an aggrieved party or by an interested party who may have witnessed a breach any of the Integrity policies and is concerned about a fellow member’s welfare.

The MIO will use their best endeavors to try and resolve the issue as in the most appropriate and expeditious manner possible. Where possible, they are to try and resolve the matter informally by discussion and mutual agreement of the parties.

However, this may not always be possible and in such circumstances the MIO should work through the formal process as outlined in the complaint handling guidelines to deal with the issue. The MIO is to decide on the most appropriate course of action to handle the matter. This may include:

- referring the case to mediation,
- referring the matter to the police or other appropriate authority
- investigating the matter themselves or appoint someone else to do so or

- referring the matter to a Grievance Tribunal.

The MIO must be dealt with all matters promptly, sensitively and confidentially.

The MIO may call on such resources and professional assistance as they deem appropriate in order to carry out their duties.

If the matter is unable to be resolved by agreement or mediation, and a sanction or determination is required, the MIO shall lodge “a charge” to the relevant State or National Grievance Tribunal, where the matter will be heard and determined.

The MIO MUST report an alleged child abuse or criminal conduct to the appropriate authority.

What is NOT the role of the MIO

- It is NOT the role of the MIO to make a determination on the complaint or grievance that has been received.
- The MIO cannot and should not have any role in making any decision or finding regarding the matter that he/she investigates.
- The MIO should not hear the matter.

Skills Required

To be a successful MIO they must be:

- Empathetic
- Compassionate
- Systematic in problem solving
- A good listener
- Prepared to remain objective in all circumstances
- Prepared to respect the rights of privacy and confidentiality.

All MIOs must have a valid working with children check and if not already qualified, be prepared to commit to training in selected courses relating to member protection, safeguarding children and young people and mediation.