**Important Note:** This Position Description has been provided as a general position description only. Please edit the logo and content to ensure it reflects the needs of your organisation and delete this message prior to releasing the Position Description

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| **Position Title:** | **Complaint Handling Officer / Hearing Officer** |
| **Reports to:** | President | **Direct Reports:** | N/A |
| **Employment Status:** | Volunteer |
| **Time Commitment** |  |
| **Netball Victoria** | Netball Victoria is a not for profit, member based organisation which is governed by a volunteer Board of Directors.  It is the peak sporting body for netball in Victoria and is affiliated with Netball Australia. Netball Victoria exists to improve people’s lives. Our identity anchors of: ‘*We enable each other shine’,’ We have no limits; we’ve got this’, and ‘We are leaders’ –* inform who are, both individually and collectively, and therefore how we take up our organisational roles. The Netball Victoria Executive Team comprises of CEO and General Managers across: Commercial Development, High Performance, Government Relations & Facilities Development, Member Services and People & Culture, Participation and Product Development, Finance, and Communications, Marketing and Partnerships. |
| **Commitment to Child Safety** | We require all applicants to undergo background checks and screening prior to or during any appointment. Netball’s Commitment Statement to Safeguarding Children and Young People and other important information can be found at <https://vic.netball.com.au/child-safety-netball>At Netball Victoria, we embrace diversity in gender, age, ethnicity, disability, religion and sexual orientation. We are committed to providing a safe environment for children across Netball.**Netball Victoria Commitment to Safeguarding Children & Young People**Every person in the netball community has a responsibility to understand their role in ensuring the safety and wellbeing of all children and young people in our care. Netball Victoria is committed to promoting and protecting the rights of children and preventing abuse from occurring by fostering a culture where children feel safe and empowered. We also seek to ensure the cultural safety of First Nations children, children from culturally and/or linguistically diverse backgrounds and children with a disability. |

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| **Primary Purpose of Position** |
| * Ensure prompt resolution of both written and oral complaints in accordance with the appropriate policy or regulation
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| **Key Responsibilities** |
| * Ensure that information about how and where to complain is kept up to date and made available and that the information is in line with the Complaints Handling Policy of the Association/Club
* Acknowledge complaints in a timely manner, address complaints promptly and keep the complainant informed throughout the process
* Afford the principles of natural justice to both parties when investigating a complaint
* Clarify the key issues if the complaint with the complainant
* Declare any actual or potential conflicts of interest
* Act without bias, reach conclusions and form views on the facts of the case, taking into account matters that are relevant and not those irrelevant
* Consult with people within the Association/Club who have experience relevant to the issue

Give reasons for any decisions made, any changes that have resulted from the complainant and details of any remedy * Keeping all information relating to the issue/parties involved confidential
* Ensure all responses and outcomes are recorded, filed and reported to the committee to assist with best practice and continuous improvement on complaint handling procedures
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| **Knowledge, Skills & Abilities** |
| * Good interpersonal and communication skills
* Able to understand and disseminate the information to the members about association policies
* Able to keep and maintain accurate records
* Able to work in a logical and orderly manner
* Has a good working knowledge of all Netball Victoria’s Policies and Regulations and the organisations constitution and bylaws
* Demonstrate initiative and ability to work in an autonomous manner
* Excellent critical-thinking and decision-making skills
* Demonstrates the ability to respect privacy and maintain confidentiality
* Ethical, honest and trustworthy
* The ability to investigate and decide if a complaint can be substantiated
* Sympathetic and empathetic
* Dedicated association/club person
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| **Other Requirements** |
| * Induction Training
* Police Check
* Working with Children Check
* Other (please specify)
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