VAHPA Position Description

Title:	Member Assist Organiser
Classification:	Grade 1
Salary:	$56,404 - $76,622
Reports to:	Industrial Officer (Member Assist Lead)
Team:	Member Assist Team
Location:	West Melbourne, with responsibilities across the state. Travel, both intra and inter state, may be required on occasion.

Overview of Position

The Member Assist Organiser is typically the first point of contact for VAHPA Members and prospective members. This role focuses on the timely and accurate provision of advice and information in relation to workplace rights, the application of Enterprise Agreements, Awards and other assorted legal instruments including the Fair Work Act (2009). While the majority of this work is performed over the phone from the VAHPA office, it does involve some direct advocacy for Members at worksites. The Member Assist Organiser also plays a role in identifying and exploring potential collective issues at workplaces.

Responsibilities

The Member Assist Organiser is primarily responsible for providing industrial advice and information to VAHPA Members. Member Assist Organisers work in the Members Assist Team under the direction of the Industrial Officer (Member Assist Lead). All work is to be performed in accordance with VAHPA protocols, directives and timeframes.

Duties

- Answering all inbound phone calls;
- Communicating effectively with Members;
- Determining the exact nature of a Member's query, concern and/or complaint with regard to any workplace issue or dispute, including workers' compensation, a workplace entitlement (whether from the NES, the relevant Award or Enterprise Agreement) or a matter pertaining to the performance of the Branch;
- Making an analysis of all queries, concerns and complaints as well as of all pertinent documentation including, but not limited to, enterprise agreements, legislation, policy, awards and correspondence;
- Liaising with other VAHPA employees, where necessary, to ensure the accuracy, correctness and wisdom of all advice given;

- Providing accurate, practical and timely advice to Members;
- Assisting in drafting relevant documents for Members, including correspondence to management and other recipients;
- Providing follow-up contact, advice and service where necessary;
- Recruiting new members and implementing growth strategies in areas of allocated responsibility;
- Representing Members in meetings and other forums with regards to workplace issues including grievances and organisational matters as delegated;
- Representing members in relevant tribunals on matters arising from workplace issues including disputes, workers' compensation, grievances and award/agreement matters;
- Assisting the Membership and Project Officer in entering member data and processing member contribution payments;
- Ensuring the membership database is maintained and kept up-to-date;
- Logging details of all grievances, disputes, steps taken and outcomes;
- Other duties as required.

Essential Selection Criteria

- Commitment to the principles of social justice;
- Commitment to the vision, values and objectives of VAHPA and the ability to promote those values and objectives;
- An understanding of and a commitment to the principles of organising;
- The ability to effectively engage and empower members, delegates and activists;
- Planning and organising skills, including the ability to develop, implement and evaluate Member Assist strategies;
- High-level written and verbal communication skills, including the ability to provide appropriate and adequate advice to members on grievances and undertake negotiations on behalf of members;
- Ability to recruit new members to the union;
- Demonstrated ability to work within a team environment and to work unsupervised;
- The ability to understand, interpret and analyse awards, enterprise agreements, legislation and other relevant documentation;
- An understanding of contemporary industrial relations issues;
- Computer skills relevant to the position;
- A current Victorian (or equivalent) driver licence; and

- Eligibility to hold a Right of Entry Permit in accordance with the Fair Work Act 2009 or subsequent legislation.

Desirable Selection Criteria

- Experience working in the health sector;
- Experience in providing training for members and staff;
- Experience in enterprise bargaining negotiations and / or appearing in relevant industrial tribunals.

End of Document

Version [2.2]
Salary calculated at 01 November 2017 rate