

Position Description

**Position Title: Assist Support Organiser**

**Position Objective:** This position will be part of the HACSU Assist team and will also provide administrative support when required

**Reports to:** Assist Co-ordinator / Senior Industrial Officer

**Organisational Context of the Position**

Health and Community Services Union (HACSU) is the Victorian No.2 Branch of the Health Services Union. HACSU is an industry based Union representing Mental Health Nurses, Health Professionals, Alcohol and other Drug, Workers, and Disability Support Workers, and other Direct Care and Support Staff in Victorian Mental health and Disability Services.

The priority of the Union is to grow the strength and the power of HACSU by advocating for and protecting the professional and industrial interests of all members.

The Assist support position will form part of the HACSU Assist team. The HACSU Assist team may be the first contact that our members have with the union and as such it is important that members are always treated warmly and with respect. The successful candidate has the responsibility of addressing members concerns and provide information and support to members by telephone and via email, as well as administratively supporting the Assist and Industrial teams. The successful applicant will predominately be on the phones/email, addressing members workplace issues, however when required, they will be responsible for some administrative duties, as outlined in this position description.

**Typical Duties**

1. Answer incoming phone calls to HACSU Assist and provide members with information and assistance in a timely and friendly manner
2. Transfer inbound calls to others
3. Provide members with a positive contact experience at all times
4. Respond to members email enquiries in the HACSU Assist inbox.
5. Maintain accurate membership records including contact notes on the database
6. Provide general administrative support which may include duties such as:
   1. dispatch of incoming and outgoing correspondence including mail merge
   2. Records management including creation of files,
   3. maintenance of filing system,
   4. production of reports,
   5. retention and disposal of records,
   6. archiving and storage.
7. Contribute to the development and maintenance of effective team relations within HACSU, including liaison with the Leadership Team, within the Industrial and Compliance Team and the Organising and Campaigning Team.
8. Participate in professional support and development ensuring currency of knowledge and skills relevant to the role.
9. Promote equality of opportunity and fair treatment for all members through promoting involvement of diverse groups, elimination of discrimination and implementation of Union policies to take account of diversity.
10. Attend meetings, participate in the annual Delegates Conference and campaign activities.
11. Stock management including:
    1. Ordering and processing internal office supplies, stationary and perishable amenities
    2. member’s order processing [outward]
12. Other duties and special projects as required.

**Performance Measures**

1. Effective and professional workplace relations are demonstrable within the HACSU office.
2. Prioritise and complete the identified and agreed daily tasks with maximum accuracy.
3. A significant contribution is made to the development and implementation of strategic campaign priorities and practices.
4. The policies and practices of the organisation are adhered to, including the effective use of information systems and technologies, standardised documentation and ensuring accuracy of the membership data base.
5. **Ensuring HACSU members have a positive experience with the union and contribute to positive workplace culture**
6. Participation in team meetings and active engagement with the coordinator of the HACSU Assist Team and the Senior Industrial Officer

**Key Selection Criteria**

1. Demonstrated qualities, reflective of the Union movement and promoting the values and principles of unionism.
2. Commitment to the underlying principles of the union movement, social justice, community development and equity.
3. As one of the first points of contact for members it is imperative that the successful applicant has a warm, friendly disposition.
4. Demonstrated ability to manage and resolve issues arising from a demanding workload, high levels of expectation and competing priorities in the workplace.
5. Demonstrated communication, analytical, problem solving and dispute resolution skills.
6. Demonstrated decision-making, time management, and multi-tasking skills.
7. High level IT skills
8. Excellent presentation and interpersonal skills.

**Performance appraisal**

The successful applicant will be subject to a six months probationary period as part of a 12 month contract. Ongoing employment is subject to satisfactory performance in the position.

The successful applicant shall participate in a performance appraisal process overseen by the Assistant State Secretary after six months service, at the conclusion of 12 months service and thereafter each subsequent 12 months, on termination of service and/or on request.

Note: Statements in this position description are intended to reflect, in general, the duties and responsibilities of the position and are not to be interpreted as being all inclusive.

HACSU is an equal opportunity employer and provides a smoke free workplace.