



INFORMATION PACKAGE



Member Servicing Officer (Member Connect)

Brisbane

Applications for the position should be sent to
Jenner Rodgers, Employee Relations Officer (er@qnmu.org.au) by
5pm, Tuesday, 28th January 2020



Member Servicing Officer (Member Connect)

- **Permanent full-time and Temporary full-time positions available**
- **Proud not-for-profit organisation**
- **Based in Brisbane with competitive salary & benefits**

About the QNMU

The Queensland Nurses and Midwives' Union (QNMU) is the industrial and professional organisation for nurses and midwives working in public and private health and aged care in Queensland. The QNMU seeks to promote and defend the industrial, professional, social, political and democratic interests of over 60,000 members. We have over 170 employees including organisers, professionals and administrative personnel, and manage a multi-million-dollar operating budget.

About the Opportunity

We are currently recruiting for two positions – a permanent full-time and a twelve (12) month temporary full-time Member Servicing Officer within our Member Connect call centre.

In these positions, you will report to the Member Connect Supervisor and be primarily responsible for answering individual telephone, email and in-person enquiries from members regarding their industrial and professional matters. You will be the first point of contact for members seeking advice and information and you will be responsible for providing a high level of customer service to members to ensure a positive member experience.

In this role, you will also be responsible for identifying key concerns of members and directing them to the appropriate policies, processes, professional resources and services as well as responding to enquiries from the public on nursing and midwifery matters. Furthermore, you will be responsible for passing on information regarding trends, incidents and other member intelligence to the Supervisor.

About You

An astute communicator who can build rapport with members quickly, you will have the ability to work both independently and collaboratively as part of a small team. To be successful in this role you will possess: -

- Membership with the QNMU / Australian Nursing Federation and registered with AHPRA;
- Experience working within nursing / midwifery roles;
- Demonstrated sound knowledge of state and federal industrial relations legislation;
- Sound negotiation skills;
- Demonstrated solution focussed skills for responding to member concerns;
- Ability to continually reprioritise work;
- Ability to distil relevant industrial issues in a broad and complex context;
- Ability to acquire knowledge of the industrial and professional interests of nurses and midwives;
- Sound written and oral communication skills;
- Demonstrated ability to work as a team member and take a collaborative approach to work;

- Demonstrated commitment to QNMU's values, purpose and trade unionism in general;
- Demonstrated ability to research, critically analyse, evaluate and reach sound conclusions and provide viable options; and
- Demonstrated ability to be self-directed, establish priorities, use initiative and be proactive in raising and dealing with issues.

What we Offer

You will be joining a values driven union which *advocates for nurses and midwives and for those in their care*. The role offers challenging opportunities and a supportive team environment in addition to a variety of benefits, including:-

- Attractive salary package including salary sacrifice options;
- Work/life balance with flexible working arrangements including accrued days off;
- Health and Wellness initiatives including vaccinations;
- Access to a free, confidential counselling service through our EAP provider; and
- Generous leave entitlements

How to Apply

To apply, please submit your resume and cover letter addressed to Jenner Rodgers, Employee Relations Officer to er@qnmu.org.au. Applications should clearly address how you demonstrate the skills and experience to meet the requirements outlined in the "About You" section above.

To access the information package for this position, please refer to our QNMU jobs page at the following link:- www.qnmu.org.au/QNMUJobs or send an email to er@qnmu.org.au.

Applicants must be Australian citizens or permanent residents.

Further information

If you would like to discuss this opportunity with a QNMU team member, please contact Jenner Rodgers, Employee Relations Officer on 07 3840 1427.

For further information about the QNMU, head to our website www.qnmu.org.au

"The QNMU is an Equal Opportunity Employer and encourages women, people of Aboriginal or Torres Strait Island descent, people with a disability and people from non-English speaking backgrounds to be part of an organisation that promotes a diverse and safe workplace environment". Selection for all vacancies is made based on merit".

Closing date: 5pm Tuesday, 28th January 2020.



MEMBER SERVICING OFFICER (MEMBER CONNECT)

Team:	Member Connect
Location:	Brisbane office
Reports to:	Member Connect Supervisor
Supervises:	Nil
Classification:	Band 1 Level 3 of the QNMU Non-Elected Officials Enterprise Agreement

Organisational environment

The Queensland Nurses and Midwives' Union (QNMU) is the industrial and professional organisation for nurses and midwives working in public and private health and aged care in Queensland. The QNMU seeks to promote and defend the industrial, professional, social, political and democratic interests of over 60,000 members. We have over 160 employees including organisers, professionals and administrative personnel, and manage a multi-million dollar operating budget.

The purpose of the QNMU is to grow power, confidence and capacity to improve the industrial and professional interests and wellbeing of nurses and midwives and the health of our community.

The Member Servicing Officer reports to the Member Connect Supervisor and is part of the Member and Specialist Services Group. The Member and Specialist Services Group has responsibility for providing to members the QNMU's industrial, bargaining and servicing assistance / advice relevant to protecting and enhancing the industrial and professional interests of Nurses and Midwives in the workplace.

Job purpose

Member Servicing Officers are call centre based and are primarily responsible for answering individual telephone, email and in-person inquiries from members regarding their industrial and professional matters. The Member Servicing Officers in Member Connect are the first point of contact for members seeking advice and information and are responsible for providing a high level of customer service to members to ensure a positive member experience. Member Servicing Officers identify key concerns of members and direct them to the appropriate policies, processes, professional resources and services, as required. Public enquiries on nursing and midwifery matters are also directed to the Member Servicing Officers. Member Connect is responsible, via the Supervisor, for passing on information regarding trends, incidents and other member intelligence to Organisers and other relevant Officials.

The principles of professional activism, member recruitment, retention and support underpin this and all positions within the QNMU.

Key accountabilities

Description	Performance criteria
Provision of advice and information to members	
Respond to initial telephone, email and in-person inquiries from members regarding their industrial entitlements and rights, including award and agreement entitlements	Quality, timeliness and accuracy of information provided
Provide primary and comprehensive advice and information to members and the public on professional matters including nursing and midwifery employment, nursing and midwifery practice / standards, educational preparation and other matters relevant to nursing and midwifery	Adherence to KPIs and service delivery standards
Provide follow up information and advice to members as required	
Adhere to QNMU Policies, Procedures and Processes when providing advice to members	Positive member experience
Assist in enhancing QNMU's reputation by providing high level customer service to members as well adhering to individual and group KPIs and agreed service delivery standards	
Advise the Member Connect Supervisor and other relevant Officials of any trends, incidents or other member intelligence as required	
Maintenance of up to date records and resources	
Maintain Membership database Call-Centre screens to ensure an accurate and concise record of contact	Accuracy of records and information sheets
Maintain up to date resources and information for members, including internal information sheets and team processes	Level of contemporary knowledge of relevant issues
Maintain own knowledge of current industrial and professional issues affecting nurses and midwives and attend training, as requested	
	Maintenance of knowledge and attendance at training courses/workshops
Organisational and Administrative	
Through the line manager, contribute to the planning and group performance of the Member and Specialist Services Team	Contribution to the review of documents
Contribute to the broader review of QNMU information sheets, policies and documents where applicable	An inclusive environment is evident within the team
Create and maintain an inclusive environment free of bias, which welcomes diversity and enables staff to succeed	
Model a positive attitude regarding cultural diversity	A positive attitude supporting cultural diversity is evident through staff meetings and

Description	Performance criteria
	communications with all staff

Position dimensions

Staff Reporting: Nil

Indirect reports: Nil

Decision making authority

Signing authority on expenditure: Nil

Policy: Interprets and applies policies, develops new policies for formal approval

Staffing: Nil

Operational: The position prioritises own workload within agreed standards and timeframes

Key skills, experience and qualifications

- Member of the QNMU / Australian Nursing Federation and registered with AHPRA
- Experience working within nursing / midwifery roles
- Demonstrated sound knowledge of state and federal industrial relations legislation
- Sound negotiation skills
- Demonstrated solution focussed skills for responding to member concerns
- Ability to continually reprioritize work
- Ability to distil relevant industrial issues in a broad and complex context
- Ability to acquire knowledge of the industrial and professional interests of nurses and midwives
- Sound written and oral communication skills
- Demonstrated ability to work as a team member and take a collaborative approach to work
- Demonstrated commitment to QNMU's values, purpose and trade unionism in general;
- Demonstrated ability to research, critically analyse, evaluate and reach sound conclusions and provide viable options
- Demonstrated ability to be self-directed, establish priorities, use initiative and be proactive in raising and dealing with issues

Other information

- QNMU is an equal opportunity employer and is committed to providing a safe and healthy work environment free from discrimination, harassment or bullying.
- The QNMU encourages women, people of Aboriginal or Torres Strait Island descent, people with a disability and people from non-English speaking backgrounds to be part of an organisation that promotes a diverse and safe workplace environment.
- Selection for all vacancies is made based on merit
- Applicants are expected to be committed to the principles of unionism generally and the QNMU's values and purpose which may be found at: www.qnmua.org.au/OurValues

- Applicants will be expected to comply with Expectations of QNMU Employees
- Smoking is prohibited in all QNMU buildings and vehicles

Further information may be found at <http://www.qnmua.org.au>

QUEENSLAND NURSES AND MIDWIVES' UNION OF EMPLOYEES

GENERAL INFORMATION

The Queensland Nurses and Midwives' Union (QNMU) currently has over 60,000 nurses and midwives in membership in Queensland. The QNMU has regional offices in Townsville, Rockhampton, Bundaberg, Toowoomba and Cairns and a satellite office on the Gold Coast and Sunshine Coast as well as the Brisbane Head Office.

A No Smoking policy exists in all QNMU offices and at all QNMU meetings.

Car parking is not available at the QNMU office.

HOURS OF WORK

While the QNMU actively promote work life balance, the hours of work for all salaried officials shall not be fixed but shall be in accordance with reasonable expectations of employees in similar salaried occupations. The QNMU provides one day off with pay for every 20 paid days as compensation for travel, attendance at meetings and the nature of the working hours.

ABOUT THE QNMU

The QNMU is the principal Union in Queensland with the legal capacity to improve and protect nurses and midwives' wages and working conditions. The QNMU is one of the largest Unions in Queensland and is the Union with the largest membership in the health sector and has the largest female membership of any Queensland Union.

The Queensland Nurses and Midwives' Union is registered under industrial relations legislation at both the state and federal level as a 'Union of Employees'.

At the state level, the QNMU is formally registered as the Queensland Nurses and Midwives' Union of Employees and at the federal level we are registered as the Australian Nursing and Midwifery Federation (QNMU Branch).

The rules which govern the activities of the QNMU are formally registered and set out our objectives, role, responsibilities, structure and processes. The registered rules of the QNMU may be amended by a majority of Council provided Council has been given 5 days' notice of proposed amendments. The Secretary may conduct a ballot of members of Council in relation to any proposal to amend the rules. Our rules must conform to relevant state and federal legislation.

QNMU PURPOSE AND GOALS

The purpose of the QNMU is to grow power, confidence and capacity to improve the industrial and professional interests and wellbeing of nurses and midwives and the health of our community.



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OUR MODEL



EMPOWERMENT

We empower members to be independent, and to act with confidence



DISTRIBUTED LEADERSHIP

We need everyone to be a leader in their role, and to be collegiate.



COLLECTIVE POWER

We build personal, industrial and professional solidarity.



DEMOCRATIC

The voices of all members are heard, with multiple avenues of participation.



COMMON GOOD

We act for the common good of our members and their communities.

QNMU MISSION STATEMENT

The Queensland Nurses and Midwives' Union – the Union for Nurses and Midwives - promotes and defends the industrial, professional, social, political and democratic values and interests of members.

This mission statement is based on the objectives of the Union which are contained in the QNMU's registered rules. Our objectives are broad and reflect the fact that our activities are not confined to the industrial arena. All the activities undertaken by the QNMU are founded on our objectives.

Statement of Queensland Nurses and Midwives' Union Values QNMU Conference 2009

PREAMBLE

The QNMU unites members to work together to achieve security and fairness in the workplace and fairness, equality and opportunity in the community. We promote the recognition and acceptance of the legitimacy of the core nursing values of caring, professionalism, advocacy and holism as central to the identity and social contribution of nursing.

In accordance with the ACTU Congress 2009 resolution that committed Unions to the needs and interests of all working Australians and their families, the QNMU also commits to the following:

FAIRNESS, EQUALITY AND OPPORTUNITY IN THE COMMUNITY

1. The QNMU believes in a democratic Australia, which values all citizens and their aspirations.

2. The QNMU believes in the right of all citizens to employment and a decent standard of living – to a fair share of the nation's wealth.
3. The QNMU believes that every Australian must have access to free, quality public health care and education, regardless of their socio-economic circumstances.
4. The QNMU believes that families and individuals must be guaranteed decent minimum living standards through the social security and taxation systems.
5. The QNMU believes that all Australians must have access to decent and affordable housing.
6. The QNMU believes in the right of all Australians to a rich and rewarding life outside work including a secure and dignified retirement.
7. The QNMU respects the fact that indigenous Australians are the original owners of our land, and that reconciliation between indigenous and non-indigenous Australians is a vital goal.
8. The QNMU believes in a multi-cultural Australia.
9. The QNMU believes in a sustainable environment.
10. The QNMU is opposed to discrimination in all forms including that based on race, religion, ethnicity, gender, disability, sexual preference and political beliefs.
11. The QNMU believes that all Australians must be treated equally by the law and have access to legal representation as a right.
12. The QNMU believes that governments have a central role in ensuring fairness, equality and opportunity throughout the community.
13. The QNMU is committed to Australia's participation in international cooperation to promote peace, security, human rights, labour standards and prosperity through fair trading arrangements.

SECURITY AND FAIRNESS IN THE WORKPLACE

14. The QNMU believes that workplaces should be safe, secure, healthy and free of harassment, intimidation, violence and discrimination.
15. The QNMU believes that workers should have a right to a decent wage and fair working conditions.
16. The QNMU believes that all workers have a right to secure employment and protection against unfair dismissal or unfair treatment by the employer.
17. The QNMU believes that workers should have the right to join and be represented by a Union.
18. The QNMU believes that all employees should have the right to bargain collectively.
19. The QNMU believes that workplace Union representatives should have rights enabling them to carry out their role.

20. The QNMU believes that Unions should have the right to recruit, organize and represent workers.
21. The QNMU believes that workers should be consulted and informed about issues affecting their employment.
22. The QNMU believes that Australian businesses and their executives have a responsibility to engage in legal and ethical conduct and environmentally sustainable practices at all times with employees, stakeholders and the community.
23. The QNMU believes that working parents must have access to good quality, affordable child care.
24. The QNMU believes that working parents have a right to employment standards that enable them to manage work and family.
25. The QNMU believes that working parents must have the time and opportunity to form and maintain relationships with their children which foster the child's development.
26. The QNMU believes that officers and representatives of this and other Unions should conduct themselves in a manner consistent with this Statement of Australian Union Values.