

Position Description

**Position Title: Assist Co-ordinator**

**Position Objective:** This position will be directing the HACSU Assist team and will also provide members with advice

**Reports to:** Senior Industrial Officer / Assistant State Secretary

## 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 co-ordinator position will lead and direct 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 directing the HACSU Assist team on a day to day basis, providing the team with information and advice, addressing team members concerns, conducting team meetings, addressing members concerns as well as provide information and support to members by telephone and via email..

The role is a senior role within HACSU due to the level of responsibility involved.

## Typical Duties

1. Co-ordinating and directing the HACSU Assist team on a day to day basis
2. To be the first contract point for the HACSU Assist team when questions arise
3. Leading team meetings and working with team members regarding work related or personal issues that may arise
4. Co-ordinating the leave/RDO’s of team members and ensuring that the phones are always able to be answered and that members concerns are addressed
5. Answer incoming phone calls to HACSU Assist and provide members with information and assistance in a timely and friendly manner
6. Transfer inbound calls to others
7. Provide members with a positive contact experience at all times
8. Respond to members email enquiries in the HACSU Assist inbox.
9. Maintain accurate membership records including contact notes on the database
10. Contribute to the development and maintenance of effective team relations within HACSU, including liaison with the Leadership Team, within the Industrial Team and the Organising and Campaigning Teams.
11. Provide professional support and development ensuring currency of knowledge and skills relevant to the role.
12. 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.
13. Participate in the annual Delegates Conference and campaign activities.
14. Attending team meetings on behalf of the team and ensure that HACSU Assists needs are addressed.
15. Other duties and special projects as required.

## Performance Measures

1. Strong leadership skills within the HACSU Assist Team and a good working relationship with the Senior Industrial Officer
2. Effective and professional workplace relations are demonstrable within the HACSU office.
3. Prioritise and complete the identified and agreed daily tasks with maximum accuracy.
4. A significant contribution is made to the development and implementation of strategic campaign priorities and practices.
5. 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.
6. Ensuring HACSU members have a positive experience with the union and contribute to positive workplace culture
7. Active participation in team meetings, as the coordinator will be the voice for the HACSU Assist team

## Key Selection Criteria

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

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.