

## **JOB SPECIFICATION**

**Position title**  
**Type**

**Industrial Officer**  
**Fulltime (1.0 FTE)**

### **JOB SPECIFICATION**

#### **CONTEXT**

Formed in 1979, the Working Women's Centre SA Inc (WWC) is a non-government organisation that provides free and confidential information to vulnerable workers residing in South Australia about their rights at work. As well as specialist advice, the WWC also provides outreach, community engagement and education services to vulnerable groups and communities in SA.

#### **POSITION SUMMARY**

The Industrial Officer is responsible for:

- providing workplace advice, industrial representation and advocacy to women who are not members of a union or do not have their own legal representation;
- contributing to operational planning and implementation of the WWC Strategic Plan; and
- working in a collaborative manner in a team environment.

#### **ACCOUNTABILITY & REPORTING RELATIONSHIPS**

Industrial Officers are members of the Industrial Team and are accountable to the Director, WWC for their performance.

The Industrial Officer in this position is expected to participate in and contribute to staff development as well as advise and assist other IOs in regards to matters within the Industrial Officer's own area of knowledge and competence.

#### **DUTIES & RESPONSIBILITIES**

##### **Direct Client Service/Case Work**

The Industrial Officer is expected to:

- provide a phone information and support service to women who are primarily not members of a union or who do not have their own lawyer;
- provide timely and appropriate industrial information across a wide range of state and federal industrial jurisdictions and human rights/ equal opportunity legislation.
- refer clients or callers to an external service where appropriate;
- represent clients in workplace matters (e.g. unfair dismissal conferences, human rights and equal opportunity conferences) and through direct liaison with employers and their representatives;
- ensure that her client case files are kept up to date and accurate using the client database as per the WWC data management protocol for case files and client information; and
- evaluate and report on the outcomes of industrial matters to the team and to the Director.

## **Public Speaking/Training/Communication**

As part of the outreach and educational services provided to relevant groups by the WWC, the Industrial Officer is expected to undertake the following tasks from time to time.

- Provide information sessions to schools, TAFE colleges, universities, community organisations, employer and employee associations across a broad spectrum of industrial topics including but not limited to
  - Role of the Working Women's Centre;
  - Employment Conditions and Rights at Work;
  - Human Rights and Equal Opportunity;
  - Discrimination and Sexual harassment;
  - Equity Issues for women;
  - Issues that affect women in the workplace;
  - Bullying at Work; and
  - Cross-Cultural Issues in the workplace.
- Draft communications and advice on workplace issues for community education purposes.

## **Liaison with Management Committee**

The Industrial Officer, working with the WWC staff representative, is expected to

- provide information to the Management Committee, through the Staff Representative, regarding issues that affect women in the workforce and the workload management of staff; and
- participate in and contribute to the development and implementation of the WWC Business Plan.

## **Campaigns and Submissions**

Within the scope of the Industrial Officer role of representing the WWC at internal and external forums, the Industrial Officer shall:

- raise awareness and respond to issues of policy and legislation that affect women in the workforce;
- assist with campaigns relating to women's employment;
- report back to the WWC on the progress and outcomes of such forums;
- promote the WWC as a dynamic organisation dedicated to promoting the rights of women at work and vulnerable groups in the SA community; contribute to the WWC's role in policy analysis and research and development of issues relating to women and work; and
- actively advocate for women's work issues and to lobby for change.

## **Union Liaison and Assistance**

The WWC strives for a collaborative relationship with unions. The Industrial Officer in this position is expected to:

- assist women in gaining representation from their unions;
- assist unions by providing support to women in sensitive areas such as sexual

harassment, sexual assault and rape particularly where there is no women's officer;

- provide assistance and information to unions to support their representation of these women;
- undertake training sessions for unions about work issues relating to women; and.
- when requested by a client, to provide information about membership in the union and referral to the appropriate union.

#### **OTHER DUTIES**

The Industrial Officer is expected to:

- participate in the updating and/or development of resources, publications and pamphlets as requested;
- provide resources to assist students and clients;
- assist in the development of resources in conjunction with other bodies/organisations;
- provide professional support and assistance as required to project staff engaged on Working Women's Centre projects;
- as required, provide relief to the Client Services Officer and the front desk customer service that deals with phone and walk-in general inquiries in a friendly courteous manner; and
- undertake other duties as delegated consistent with the role described above, the work required by the organisation and consistent with the individual's qualifications and experience.
- Perform ancillary tasks as directed.

Updated on: 25 May 2020

