

INDUSTRIAL OFFICER (MEMBER RESPONSE)

Team: Member Response Team
Reports to: Branch Secretary via Member Response Lead
Location: Carlton, with responsibilities across the state. Travel, both intra and inter-state, may be required on occasion.

OVERVIEW OF POSITION

VAHPA's Industrial Officer (Member Response) is an experienced legal and employment relations officer specialising in member advocacy and case management.

The Industrial Officer (Member Response) is required to play a senior role in the Member Response team, to ensure that all member enquiries, grievances, and workplace difficulties are successfully resolved in a timely manner and within a supportive environment.

VAHPA employees are to approach every work task with the aim of advancing the strength of the collective, of fostering member solidarity and of ensuring that the Branch is able to pursue its objects in alignment with the Branch Mission Statement.

DUTIES AND RESPONSIBILITIES

MEMBER RESPONSE AND TEAM OPERATIONS

1. Communicating clearly and effectively with Members and Prospects to foster a sense of shared community and to ensure all Members have well-founded confidence in VAHPA.
2. Complying with all privacy obligations and ensuring Member details are not improperly disclosed or misused.
3. Determining the exact nature of Members' queries, concerns, and complaints.
4. Providing accurate, practical, and timely advice and assistance to members to resolve their queries, concerns and/or complaints.
5. Assisting Members with drafting and/or understanding all relevant documents, including but not limited to correspondence, evidence, and advice.
6. Representing Members in meetings with management and in other forums in relation to workplace issues, including grievances and organisational change.
7. Ensuring the membership database is maintained and kept up to date, including logging details of all grievances, disputes, steps taken and outcomes.



8. Providing considered industrial and strategic advice to other members of the Member Response Team.
9. Assist Member Response Organisers in their work wherever necessary.

BRANCH RESPONSIBILITIES

10. Providing advice to the Secretary and Member Response Lead on relevant industrial matters.
11. Monitoring key industrial decisions and advising the relevant officials of the importance of such decision.
12. Preparing written reports and material for consideration by the Branch Secretary and Branch Committee. Preparing educational material for presentation at All Staff Meetings where required.
13. Working with the Branch Committee of Management, the Branch Secretary, the Branch Senior Industrial Officer and the Finance and Business Manager to ensure that the Branch and all relevant officers comply with relevant standards and reporting requirements as set out in legislation and the Rules of the HSU. This includes but is not limited to annual returns, Branch and Union elections, financial reporting and auditing, disclosures, and mandated governance training.
14. Ensuring that the Union's industrial publicity and member information is accessible, current and supports the Branch's strategic objectives.
15. Developing and maintaining industrial information for publication for VAHPA's website and print publications.
16. Delivering membership training.

MOVEMENT WIDE RESPONSIBILITIES

17. Liaising and negotiating with other unions and health organisations.
18. Speaking at Branch, Union and other public forums as required.
19. Other associated duties as required.

End of Document