

INDUSTRIAL SUPPORT OFFICER

POSITION TITLE:	Industrial Support Officer
CLASSIFICATION:	Industrial Level 1 - 4 (dependent upon experience)
RESPONSIBLE TO:	Branch Secretary
LOCATION:	This position is hybrid (in office/working from home) - Onsite work is in Carlton
LAST UPDATED:	June 2026

OVERVIEW OF UNION AND POSITION

The Medical Scientists Association of Victoria is part of the Health Services Union of Australia Victoria No. 4 Branch which is a registered trade union. We represent workers in public, community and private health settings, working as medical scientists, hospital pharmacists, psychologists, medical physicists, dietitians, audiologists, genetic counsellors and clinical perfusionists across Victoria.

We work hard to provide high standards of advice and support, and to negotiate the best possible employment conditions for our members.

The Industrial Support Officer position provides advice and support to members to understand their workplace rights and employment entitlements. At the lower end of the pay range, this position responds to member calls and emails about entitlements, concerns and queries. At the higher end, the Member Support Officer may also be responsible for representing and providing members support in workplace matters, including consultation about workplace change, disciplinary and performance management matters, and return to work/OHS matters.

KEY RESPONSIBILITIES

At the lower end of the range:

1. Provide advice to members over the phone and via email about workplace rights and entitlements.
2. Quickly navigate enterprise agreements and other industrial documents, to identify and understand employment terms and conditions.
3. Provide high level service to union members.
4. In collaboration with other union staff, support the development of industrial relations projects, for instance member resources.
5. The ability to utilise a member database.

6. Other duties as directed from time to time - including participation in Union organising campaigns or events.

At the higher end of the range

7. Representing members and providing advocacy in workplace matters (for instance, disciplinary matters, underperformance concerns, bullying complaints, negotiating flexible working arrangements).
8. Supporting the union and members to respond to change processes in the workplace.
9. Representing members and providing advocacy in return to work and workplace injury matters
10. Providing support to other Industrial staff with negotiating enterprise agreements (for instance, prepare correspondence, support development of log of claims etc).
11. Other industrial or organising duties with the opportunity to shape elements of the role around strengths and interests.

KEY SELECTION CRITERIA

Knowledge and Skills

1. Demonstrated commitment to social justice and fairness (Union values).
2. Experience in a Union, or other comparable role providing advice to members or clients.
3. High level verbal and written communication skills.
4. Problem solving skills.
5. Planning and organisational skills (experience establishing priorities, allocating resources and meeting deadlines).
6. The ability to work both as part of a team and on your own.
7. Previous experience in industrial relations or related field will be highly regarded.

CONDITIONS OF EMPLOYMENT – TRAINING AND SUPPORT

This position is provided with training and support as necessary to understand industrial relations, terms and conditions of employment before you will be expected to start providing members advice.

Terms and conditions of employment are provided in accordance with the MSAV staff agreement.

It is a requirement of this position that employees be eligible to hold a federal Right of Entry permit. A current driver's licence may be necessary at the higher end of the range to facilitate workplace advocacy duties.