



MEMBER RESPONSE ORGANISER

Classification:	Grade 1 to Grade 2
Reports to:	Senior Industrial Office (Member Response Team)
Location:	The VAHPA office (currently Carlton), with responsibilities across the state. Travel, including interstate, may be required.

PURPOSE STATEMENT

The Member Response Organiser exists to ensure members receive timely, accurate and practical industrial advice and representation while strengthening their connection with the union.

The role is often the first substantive interaction a member has with VAHPA and therefore plays a critical role in building confidence in the union, identifying workplace issues, recruiting new members and supporting collective organising. Every interaction should seek not only to resolve an individual issue but also to strengthen workplace organisation and advance the collective interests of Allied Health Professionals.

ROLE OVERVIEW

The Member Response Organiser provides first-line industrial advice and representation across a broad range of workplace matters, including Enterprise Agreements, Awards, employment legislation, workplace disputes, discrimination, disciplinary processes, workers' compensation and professional issues.

Working within the Member Response Team, the Member Response Organiser assesses member enquiries, provides practical advice, drafts correspondence, represents members where appropriate and escalates matters requiring further industrial, legal or organising intervention.

The role requires excellent judgement, strong communication skills and a commitment to balancing quality member service with strategic organising principles. Every member interaction presents an opportunity to strengthen union membership, identify emerging workplace issues and contribute to coordinated industrial campaigns.



DUTIES AND RESPONSIBILITIES

1. MEMBER ADVICE AND REPRESENTATION

- 1.1. Respond promptly to telephone, email and online enquiries from members and prospective members.
- 1.2. Analyse workplace issues and provide accurate advice regarding Enterprise Agreements, Awards, legislation, policies and employment rights.
- 1.3. Assess the merits of matters presented and determine the most appropriate course of action.
- 1.4. Represent members in workplace meetings, investigations, grievance processes and other forums where delegated.
- 1.5. Prepare correspondence, submissions and other written material on behalf of members.
- 1.6. Maintain regular communication with members throughout the life of their matter.

2. CASE MANAGEMENT

- 2.1. Maintain accurate and timely case records within VAHPA's case management systems.
- 2.2. Monitor workload to ensure matters progress efficiently and members receive timely updates.
- 2.3. Escalate complex matters to Industrial Officers, organisers or legal representatives where appropriate.
- 2.4. Identify systemic workplace issues requiring broader industrial or organising responses.

3. MEMBER ENGAGEMENT AND GROWTH

- 3.1. Promote VAHPA membership to prospective members through everyday interactions.
- 3.2. Identify opportunities to recruit new members and increase workplace density.
- 3.3. Encourage members to become active participants within the union, including as delegates, activists and Health and Safety Representatives.
- 3.4. Support union campaigns through member engagement and issue identification.

4. COLLABORATION

- 4.1. Work closely with Organisers, Industrial Officers, Communications staff and Membership Services to ensure coordinated responses to member issues.

- 4.2. Refer matters appropriately across teams to maximise outcomes for members.
- 4.3. Contribute to campaign planning by identifying emerging workplace trends and recurring issues.

5. SYSTEMS AND ADMINISTRATION

- 5.1. Ensure all member records, case notes and correspondence are maintained accurately.
- 5.2. Assist with maintaining membership records where required.
- 5.3. Produce reports, statistics and briefing notes as requested.
- 5.4. Maintain confidentiality and comply with all legislative and organisational requirements.

6. CAMPAIGNS AND ORGANISING

- 6.1. Participate in industrial campaigns, bargaining activities and workplace organising initiatives.
- 6.2. Attend workplace meetings, delegate training, rallies and member events as required.
- 6.3. Promote solidarity and collective action in all interactions with members.

REQUIRED SKILLS AND QUALIFICATIONS

- Demonstrated understanding of industrial relations, workplace law and Enterprise Agreements.
- Excellent written and verbal communication skills.
- Strong analytical and problem-solving ability.
- Ability to manage multiple matters simultaneously while maintaining high service standards.
- Excellent interpersonal skills and ability to build trust with members.
- Sound administrative and database management skills.
- Commitment to trade union values and democratic organising.
- Current Victorian Driver Licence.
- Eligibility to hold a Fair Work Right of Entry Permit is desirable.
- Legal, industrial relations or relevant tertiary qualifications are desirable.

ACCOUNTABILITY AND SUPERVISION

The Member Response Organiser reports to the Senior Industrial Officer (Member Response Team) and works collaboratively with organisers, industrial staff and other Branch employees.

The position is expected to exercise sound professional judgement while recognising when matters require escalation. Staff are expected to uphold VAHPA's values, contribute positively to team culture and deliver consistently high standards of member service.

DEPLOYMENT FLEXIBILITY

The Member Response Organiser may be allocated responsibility across any industrial sector or workplace represented by VAHPA in accordance with operational requirements.

The position requires flexibility to respond to changing organisational priorities, campaign needs and member demand.

EXPECTED OUTCOMES

Success in this role will be demonstrated by:

- Timely and accurate advice to members.
- High levels of member satisfaction and confidence in VAHPA.
- Effective management of member enquiries and case workload.
- Strong collaboration across teams.
- Growth in union membership through everyday member engagement.
- Identification and escalation of strategic workplace issues.
- Consistently accurate case recording and reporting.
- Active contribution to organising campaigns and workplace activism.

ADDITIONAL INFORMATION

- The position may involve occasional travel throughout Victoria.
- Work outside standard business hours may occasionally be required.
- VAHPA is an equal opportunity employer and values diversity.
- All staff are expected to comply with VAHPA policies, Code of Conduct and organisational values, and contribute to a respectful, collaborative and high-performing workplace.

DOCUMENT CONTROL

Version: 3.0
Approved by: Branch Secretary
Date: 25 June 2026
Review: June 2027

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