



ORGANISER MEMBER RESPONSE TEAM

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

SELECTION CRITERIA

Applicants should address the following selection criteria in their application. Each criterion reflects the capabilities, knowledge and values required to deliver exceptional member service while contributing to VAHPA's organising and industrial objectives.

1. COMMITMENT TO VAHPA'S VALUES AND MISSION

Demonstrated commitment to the principles of trade unionism, collective action and democratic member representation. Ability to represent VAHPA professionally while advancing the interests of Allied Health Professionals through every interaction.

2. INDUSTRIAL KNOWLEDGE AND ANALYTICAL SKILLS

Demonstrated ability to interpret Enterprise Agreements, Awards, industrial legislation, employment contracts and workplace policies. Ability to analyse workplace issues, identify practical solutions and provide accurate, timely and well-reasoned industrial advice.

3. MEMBER ADVOCACY AND REPRESENTATION

Experience representing or advocating for workers in workplace matters including grievances, disciplinary processes, performance management, workplace disputes or other industrial issues. Ability to remain professional, solution-focused and member-centred in challenging situations.

4. MEMBER ENGAGEMENT AND ORGANISING

Demonstrated ability to build rapport with members, identify workplace issues and encourage greater participation in the union. Understanding that individual member matters provide opportunities to strengthen workplace organisation, recruit members and develop workplace leaders.

5. CASE MANAGEMENT AND PROFESSIONAL JUDGEMENT

Demonstrated ability to manage competing priorities, maintain accurate records and progress matters efficiently. Ability to exercise sound judgement, identify risk and recognise when matters require escalation.

6. COMMUNICATION AND WRITTEN ADVOCACY

Excellent verbal and written communication skills, including the ability to explain complex industrial matters clearly, draft professional correspondence and communicate confidently with members, employers and colleagues.

7. TEAMWORK AND COLLABORATION

Demonstrated ability to work effectively within a multidisciplinary team. Willingness to collaborate with organisers, industrial staff, communications and membership services to deliver coordinated outcomes for members and support broader union campaigns.

8. PROFESSIONALISM, RESILIENCE AND MEMBER SERVICE

Ability to work effectively in a fast-paced member service environment while maintaining professionalism, confidentiality and high standards of customer service. Demonstrated resilience, sound judgement and commitment to continuous improvement.

9. SYSTEMS, ADMINISTRATION AND ACCOUNTABILITY

Experience using case management systems, databases or customer relationship management software. Demonstrated ability to maintain accurate records, manage administrative responsibilities and contribute to organisational reporting requirements.

10. PRACTICAL REQUIREMENTS

It is desirable but not essential that the successful applicant hold a current Victorian (or equivalent) Driver Licence. Eligibility to obtain a Right of Entry Permit under the Fair Work Act 2009 is desirable. Tertiary qualifications in law, industrial relations, human resources or a related discipline are desirable but not essential.

11. OUTCOMES AND IMPACT

Demonstrated ability to achieve positive outcomes for members through timely advice, effective advocacy, sound case management and strong collaboration. Ability to contribute to membership growth, workplace organising and the broader strategic objectives of the union.



**VICTORIAN
ALLIED HEALTH
PROFESSIONALS
ASSOCIATION**

Selection Criteria

DOCUMENT CONTROL

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