



Job & Person Specification

Industrial Officer

Author: Head of People & Wellbeing | Updated: June 2026

Classification:	RN 2
Team:	Industrial Team
Employment Status:	Permanent, Full-time / Part-time

Organisation Overview

The Australian Nursing and Midwifery Federation (SA Branch) (ANMFSA) is the principal professional and industrial organisation representing more than 26,000 nurses, midwives, and personal care workers across South Australia. ANMFSA has been the leading voice for the nursing and midwifery workforce for more than a century, working together to negotiate positive outcomes at a local, state, and federal level.

The organisation also incorporates the Australian Nursing and Midwifery Education Centre (ANMEC), a registered training organisation offering training in aged care, nursing, and a variety of other health related areas.

ANMF (SA Branch) also operates an inhouse legal firm, Union Legal SA, providing legal services to both members and non-members, and works with other partners to support the Rosemary Bryant Foundation, a charity sponsoring nursing and midwifery research.

Vision

Stronger together, protecting, developing and empowering nurses, midwives and care workers at work and in practice. Our voice is a powerful and credible force for change.

Mission

To grow a united collective of voices who advocate to protect and improve the working and professional lives of nurses, midwives and care workers and create a better future by shaping important decisions that impact our professions and communities

Culture & Values

We at the ANMFSA share a passion and culture that empowers us to achieve and encourages innovation. We thrive on the opportunities to grow as individuals and the flexibility to enjoy a work/life balance. Our Values ‘...that contribute to a happy and dynamic workforce’

- Unity
- Passion and compassion
- Excellence
- Respect
- Integrity and justice
- Diversity
- Organisational growth





Position summary

Employees in this role accept accountability for providing expert professional and industrial advice to members, addressing inconsistencies between practice and policy and for contributing to a safe and positive work culture in the interest of member outcomes

The Industrial Officer is also accountable for:

- Providing a high standard of service for members' enquiries by focusing on delivery, timeliness, clear information, and professionalism
- Development, delivery, and evaluation of cases for members and groups of members in relation to their industrial and/or professional issues to relevant tribunals and authorities
- Representing members in the workplace including the negotiation of workplace agreements
- Representing members in relation to matters in the workplace
- Contributing to the development of industrial policy and programs related to a specific area or issue associated with industrial relations and/or health industry practice
- Development, implementation, and evaluation of strategies to recruit and retain members of ANMFSA.

Through the application of duties and responsibilities the Industrial Officer will contribute to the recruitment and retention of members and the promotion of the ANMFSA as an effective and responsive organisation for nurses/midwives and personal care assistants, to members, potential members and to the broader community.

Responsibilities

1. Case work

- Negotiate issues and agreements in relation to claims and issues including member disputes/campaigns.
- Assist and represent members in dealing with Workplace Health & Safety issues affecting groups of members.
- Representation of members before industrial, administrative and professional tribunals, as required; Support and advocate on behalf of members responding to reports to the Australian Health Practitioners Regulation Agency / Nursing and Midwifery Board, and Aged Care Quality and Safety Commission
- Provide advice and support to members in relation to workplace issues such as under/overpayments, disciplinary matters, dismissals, appeals, re-classifications, and similar issues within workplaces.
- Provide advice to the staff team in relation to member issues and other matters delegated.
- Undertake research related to industrial matters both in relation to group and individual member cases.
- Evaluate and report on the success of interventions/cases to the team and to managers.
- Provide advice and support to Professional Liaison Officers in relation to individual member matters and group issues.

2. Visibility

- Attend meetings and hearings with/on behalf of members where appropriate.





- Work with Professional Liaison Officers to ensure an effective presence at worksites, including through Right of Entry.

3. Recruitment & Retention

- Promote the ANMFSA as an effective and responsive organisation for nurses/midwives and personal care assistants, to members, potential members and to the broader community.
- Emphasise the value of ANMFSA membership through the provision of timely and effective service to members.
- Contribute towards the meeting of organisational targets in relation to membership growth.
- Identify opportunities for potential recruitment of members including new or less well unionised sites, including through strategic litigation of industrial matters.
- Relate industrial/regulatory issues in the workplace to the value of membership.

4. Member networks

- Contribute to planning, implementing, and evaluating member education systems in conjunction with ANMFSA's Education & Training staff.
- Be involved in the recruitment and development of worksite representatives.
- Promote the value of trade union training for WSR roles.
- Participate in the delivery of trade union training.
- Contribute to the development & maintenance of worksite structures that support union membership and participation.
- Establish and maintain other member networks relevant to the Branch.
- Deliver advice and support to worksite representatives and members.
- Establish and support networks and communicate with worksite representatives and members, to develop and support campaigning around industrial issues or portfolios for members of the ANMFSA.
- Work to promote the roles of all workplace representatives and to support the networks for these representatives within the ANMFSA.

5. Communication

Participate in and contribute to:

- Staff and team meetings, staff development sessions and planning forums.
- The development of formal reports to Branch Council by provision of relevant material to the Industrial Officer Team Leader on at least a bi-monthly basis.
- The development and implementation of targets and plans of the Branch in relation to organisational objectives.
- Branch newsletters and bulletins by the submission of articles and draft bulletins on matters affecting specific workplaces or members generally.
- The development of information and presentations to member forums and committees, as delegated.





6. Teamwork

- Participate in and contribute to the provision of staff development, advice, and assistance to other team members in relation to matters within own areas of knowledge and competence.
- Carry a portfolio(s) delegated by the Industrial Officer Team Leader related to areas of industrial practice and/or policy and provide advice to other members of the Industrial Teams in relation to these matters.

7. Bargaining

- Negotiate collective agreements with employers and their representatives.
- Involve members in the development of claims.
- Work with Professional Liaison Officers to organise member action in support of collective agreements.
- Undertake actions relevant to the enforcement of the union's/members' rights in relation to the bargaining processes and/or in relation to the authorisation of industrial action or agreements.
- Support and mentor Professional Liaison Officers in relation to their work in negotiating these agreements with employers on behalf of members.

8. Other duties

- Undertake other duties as delegated consistently with the role described, the work required by the organisation of the team and with their qualifications and experience.

Qualifications, Skills & Experience

Essential qualifications, personal skills, and experience

- Qualifications and relevant experience as either:
 - a legal practitioner; and/or.
 - an industrial relations practitioner/advocate; or
 - a union official with additional experience as a nurse, midwife or personal care worker
- Ability to provide advice to the staff/members of ANMFSA in collaboration, where necessary, with the Branch's advisers
- Demonstrated ability to advise and represent members effectively in relation to their industrial and workplace matters
- Demonstrated skills in:
 - Advocacy
 - Negotiation
 - Problem solving
- Undertaking case work or projects relevant to this role
- Strong communication skills (both verbal and written)
- Leadership skills
- Planning skills and demonstrated ability to develop, implement and evaluate objectives/ targets





- Demonstrated ability to respond effectively to members, both through the provision of sound advice and through good interpersonal skills/rapport
- Sound time management skills and the ability to organise own work
- Demonstrated commitment to the principles of trade unionism and have a strong client service focus
- Demonstrated ability to work within a team and be self-directed within that environment
- Skills in the use of appropriate technology
- Ongoing commitment to undertake the personal and professional development required to ensure currency of knowledge and skills at the required level
- Hold a current driver's license
- Hold a current DHS Working with Children Check or can obtain one.

Desirable qualifications, personal skills, and experience

- Comprehensive knowledge in industrial relations and policy, including management of workplace disputes, industrial action, bargaining disputes, enterprise agreement approval, unfair dismissal, general protections, and enforcement of industrial instruments
- Experience in bargaining and negotiating workplace agreements, including planning and executing successful workplace campaigns in support of bargaining
- Advocacy experience in industrial matters
- Development of education materials and delivery of training
- An understanding (or capacity to develop and apply an understanding) of the health system and nursing/midwifery issues, policies, and frameworks

Reporting & Working Relationships

The Industrial Officer is a member of the Industrial Team and reports through to the Strategic Lead Industrial Team and has a reporting relationship with the Manager, Member Services and Director, Campaigning & Membership Growth.

Performance Review

For the purposes of assessing performance during a staff member's probationary period, performance will be reviewed regularly during the first 6 months of employment in accordance with the ANMFSA's Capability Reflection & Development Program.

Thereafter performance review shall occur consistent with the Capability Reflection & Development Program.

Working Conditions

Some out of hours work may apply.





Workplace Health and Safety

Employees are responsible and accountable for:

- Compliance with work health & safety policies, processes and procedures
- Active participation in activities associated with the management of workplace health and safety
- Identification and reporting of health and safety risks, accidents, incidents, injuries and property damage at the workplace
- Correct utilisation of appropriate personal protective equipment.

Risk Management

Employees are responsible for being aware of risks and being part of the risk management and monitoring process through:

- Compliance with risk management policies, processes and procedures
- Active participation in identifying, assessing and managing risks associated with day- to-day decision making and planning
- Reporting risks through the ANMFSA Risk Register.

General Responsibilities

- It is the responsibility of the employee to comply with all policies and procedures adopted by the ANMFSA
- Employees are required to comply with the ANMFSA Code of Conduct.

Acknowledgement

This job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.

Adj. Assoc. Professor Jackie Wood

Executive Director, Operations & Strategy

Signature _____

Date:

Employee Name:

Signature _____

Date:

