



MEMBERSHIP AND ADMINISTRATION OFFICER

Classification:	Grade 1 to Grade 2
Reports to:	Branch Secretary
Location:	The VAHPA office (currently Carlton), with responsibilities across the state. Travel, including interstate, may be required.

ABOUT VAHPA

The Victorian Allied Health Professionals Association (VAHPA), the Health Services Union Victoria No. 3 Branch, is the specialist union representing Allied Health Professionals across Victoria.

VAHPA works to build collective power among Allied Health Professionals to improve their wages, conditions, professional recognition and working lives, and to advocate for high-quality, properly resourced health services.

All VAHPA employees are expected to contribute to a collaborative, member-focused and organising-led union culture.

POSITION PURPOSE

The Membership and Administration Officer provides high-quality membership administration, data management and organisational support across VAHPA.

The position is responsible for ensuring membership records and associated administrative processes are accurate, timely and reliable; providing professional assistance to members and prospective members on membership-related matters; and supporting the effective operation of VAHPA's organising, campaigning and administrative functions.

The Membership and Administration Officer is often an important first point of contact with VAHPA and is expected to provide members and prospective members with professional, respectful and efficient service.

The role supports VAHPA's organising objectives by ensuring that organisers and other staff have access to accurate membership information, effective administrative systems and practical logistical support.



KEY RESPONSIBILITIES

1. Membership Administration and Data Integrity

The Membership and Administration Officer is responsible for the accurate and timely administration of VAHPA membership.

Responsibilities include:

- processing new membership applications, changes to membership details, resignations and other membership transactions;
- maintaining accurate and current membership records;
- processing and administering membership subscription payments and associated payment information;
- monitoring and resolving routine membership payment and account issues;
- maintaining the integrity, accuracy and completeness of membership data;
- producing membership lists, reports and other information as required;
- ensuring membership information is handled securely and confidentially; and
- complying with relevant privacy requirements and VAHPA policies and procedures.

Accurate membership data is a critical organisational resource and the Membership and Administration Officer is expected to take a proactive approach to maintaining its quality and reliability.

2. Member Contact and Support

The Membership and Administration Officer provides professional frontline assistance to members, prospective members and other people contacting VAHPA.

Responsibilities include:

- responding to telephone, email and other membership-related enquiries;
- providing accurate information regarding membership, subscriptions, payments and membership administration;
- assisting prospective members with joining VAHPA;
- referring workplace, industrial and other member servicing matters to the Member Response Team or relevant Organising Team;
- maintaining appropriate records of member contact and referrals; and
- ensuring members receive courteous, timely and professional assistance.

The Membership and Administration Officer is not ordinarily responsible for providing industrial advice or managing member cases. The position is responsible for recognising such matters and ensuring they are referred promptly to the appropriate VAHPA employee or team.

3. Organising and Campaign Support

The Membership and Administration Officer provides administrative and logistical support to VAHPA's organising and campaigning work.

This includes:

- producing membership and workplace data and reports to assist organising and campaigning;
- assisting Organising Teams to maintain accurate workplace and membership information;
- supporting the preparation and distribution of campaign materials;
- assisting with workplace meetings, delegate meetings, training, conferences, rallies, actions and other union activities;
- assisting with registrations, attendance lists, materials and other event logistics;
- coordinating the preparation and distribution of materials and merchandise; and

The Membership and Administration Officer is expected to understand that effective administration and accurate data contribute directly to VAHPA's capacity to organise members and build collective power.

4. Office Administration and Resources

The Membership and Administration Officer contributes to the efficient day-to-day operation of the VAHPA office.

Responsibilities include:

- providing general administrative support to VAHPA staff and teams;
- coordinating office supplies, stationery and other resources;
- monitoring and maintaining appropriate stock levels;
- coordinating mail, postage and deliveries;
- maintaining orderly administrative records and filing systems;
- assisting with meetings and organisational events;
- liaising with suppliers and service providers as required;
- coordinating the ordering, production, storage and distribution of VAHPA merchandise and promotional materials;
- assisting with the maintenance and availability of office equipment and resources; and
- undertaking other reasonable administrative duties necessary for the effective operation of the Branch.

5. Systems and Communications Support

The Membership and Administration Officer assists with the effective operation of VAHPA's membership, administrative and communication systems.

Responsibilities include:

- using and maintaining VAHPA's membership database and associated systems;
- supporting the maintenance and accuracy of integrations between membership and communication systems;
- assisting with electronic member communications and distribution lists;
- uploading and maintaining routine website content where required;
- assisting with the preparation and distribution of routine member communications, notices and publications;
- assisting with the administration of relevant digital platforms and systems;
- identifying systems or data issues and escalating them appropriately; and
- developing and maintaining sufficient knowledge of relevant systems to perform the position effectively.

Specific software and platforms may change over time. The Membership and Administration Officer is expected to develop and maintain proficiency in the systems reasonably required to perform the role.

6. Collaboration and Organisational Responsibilities

The Membership and Administration Officer works collaboratively across VAHPA and contributes to the effective functioning of the organisation.

The position is expected to:

- work constructively with the Member Response Team, Organising Teams and other VAHPA staff;
- communicate effectively with colleagues and contribute to a cooperative workplace;
- respond flexibly to changing organisational and campaign priorities;
- manage competing priorities and meet reasonable deadlines;
- maintain confidentiality regarding membership, employment, industrial and organisational matters;
- exercise sound judgement and escalate issues where appropriate;
- participate in staff meetings, planning and organisational activities;
- comply with VAHPA policies, procedures and lawful and reasonable directions;
- contribute to a safe, respectful and inclusive workplace;
- demonstrate a commitment to VAHPA's objectives and the principles of trade unionism; and

- undertake other reasonable duties within the employee's skills, competence and classification as required.

REQUIRED SKILLS AND QUALIFICATIONS

The successful performance of the role requires:

- a demonstrated commitment to the principles and objectives of the trade union movement;
- strong administrative and organisational skills;
- a high level of accuracy and attention to detail;
- demonstrated ability to maintain accurate records and databases;
- confidence working with data and information systems;
- strong written and verbal communication skills;
- the ability to communicate professionally and respectfully with members and prospective members;
- the ability to manage multiple tasks and competing priorities;
- the ability to work effectively both independently and as part of a team;
- sound judgement regarding confidentiality, privacy and the handling of sensitive information;
- proficiency with standard office and digital applications and the capacity to learn new systems;
- the capacity to identify problems and take appropriate steps to resolve or escalate them; and

Experience working in a union, membership organisation, health service or similar member-focused environment would be advantageous.

Knowledge of the Victorian health system and the allied health workforce would also be advantageous.

ACCOUNTABILITY AND SUPERVISION

The Membership and Administration Officer works under the general direction of the Branch Secretary and reports to the VAHPA Chief of Staff.

The position is expected to manage routine membership and administrative responsibilities with an appropriate level of independence while seeking direction where matters fall outside established procedures, involve significant risk or require industrial, financial or organisational decision-making.

The Membership and Administration Officer does not ordinarily provide industrial advice or make decisions regarding the conduct of member cases.

EXPECTED OUTCOMES

Performance in the position will be assessed having regard to outcomes including:

- membership applications, changes, resignations and payments are processed accurately and promptly;
- membership records are accurate, current and reliable;
- data quality issues are identified and addressed;
- members and prospective members receive professional and timely assistance;
- industrial and workplace enquiries are identified and referred appropriately;
- Organising Teams receive accurate and useful membership information and administrative support;
- campaign, meeting and event logistics are delivered effectively;
- office resources and merchandise are appropriately maintained;
- membership and communication systems are administered effectively;
- confidential information is handled appropriately;
- deadlines and agreed priorities are met; and
- the position contributes positively to VAHPA's organising objectives and broader organisational effectiveness.

WORKPLACE EXPECTATIONS

All VAHPA employees are expected to:

- act in the interests of VAHPA and its members;
- maintain appropriate professional standards;
- treat members, delegates, colleagues and external stakeholders with dignity and respect;
- maintain appropriate confidentiality;
- comply with occupational health and safety obligations;
- contribute to an inclusive workplace free from discrimination, bullying and harassment; and
- perform their duties consistently with VAHPA policies, procedures and values.

DOCUMENT CONTROL

Position: Membership and Administration Officer

Version: 3.0

Approved by: Branch Secretary
Date: 14 Aug 2026
Review: 2026

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