

VAHPA Position Description

MEMBERSHIP OFFICER

Classification: Grade 1 to Grade 2
Reports to: Chief of Staff
Location: VAHPA's Carlton office (flexible work arrangements are available)

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 Officer provides high-quality membership support and 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 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.

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KEY RESPONSIBILITIES

1. Membership Administration and Data Integrity

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

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 Officer is expected to take a proactive approach to maintaining its quality and reliability.

2. Member Support

The Membership 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;

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- responding to and/or referring workplace, industrial and other member matters to the Member Response Team Industrial Officers or relevant Organising Team;
- maintaining appropriate records of member contact and referrals; and
- ensuring members receive courteous, timely and professional assistance.

3. Organising and Campaign Support

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

This includes:

- producing membership and workplace data and reports to assist the Member Response Team, the Organising Teams, Industrial Team and Branch leadership in analysing trends to identify patterns, directional movements, recurring themes and campaign opportunities;
- assisting Organising Teams to maintain accurate workplace and membership information;
- supporting the preparation and distribution of materials and merchandise (including promotional and campaign materials);
- maintaining the inventory of materials and merchandise (including promotional and 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.

4. Systems and Communications Support

The Membership Officer assists with the effective operation of VAHPA's membership, administrative and communication systems. The role works closely with the Finance and Business Manager and the Chief of Staff on these responsibilities.

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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 website content where required;
- assisting with the preparation and distribution of 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 strong knowledge and proficiency in the relevant membership database and digital platform systems to perform the position effectively.

5. Collaboration and Organisational Responsibilities

The Membership 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;

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- 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.

ACCOUNTABILITY AND SUPERVISION

The Membership Officer reports to the Chief of Staff.

The position is expected to manage 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.

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 answered or referred appropriately;
- Organising Teams receive accurate and useful membership information and effective administrative support;
- campaign, meeting and event logistics are delivered effectively;
- an inventory of merchandise and promotional materials is 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.

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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.

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DOCUMENT CONTROL

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