

VAHPA Selection Criteria

Membership Officer

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

Selection Criteria

Applicants should demonstrate:

1. Commitment to trade unionism

A commitment to, or demonstrated understanding of, the principles and objectives of the trade union movement and the role of unions in building collective power and improving the working lives of members.

2. Administration and organisational skills

Strong administrative and organisational skills, including the ability to manage multiple tasks, competing priorities and deadlines in a busy working environment.

3. IT, database and systems capability

Strong IT skills and demonstrated confidence working with databases, digital platforms and information systems. This should include the ability to learn new systems quickly, understand how different systems and applications interact, identify and troubleshoot routine systems or data issues, and appropriately escalate more complex problems.

4. Data management and accuracy

Demonstrated experience maintaining and working with data, with a high level of accuracy and attention to detail and the ability to identify and resolve data quality issues. Experience producing reports, lists or other useful information from databases or information systems would be highly regarded.

5. Digital communications

Demonstrated ability to use digital systems to support organisational communications, including email and distribution systems, websites and

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other online platforms. The ability to learn and confidently administer new digital tools and platforms is important.

6. Member service and communication

Strong written and verbal communication skills, with demonstrated experience providing professional, respectful and timely assistance to members, including industrial advice, by telephone and email.

7. Teamwork, initiative and problem-solving

Demonstrated ability to work effectively both independently and as part of a collaborative team, use initiative, identify problems and develop practical solutions, while recognising when matters need to be referred or escalated.

8. Confidentiality and professionalism

Demonstrated ability to appropriately handle personal, financial and other sensitive information, with a strong understanding of confidentiality, privacy and professional standards.

Desirable

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

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

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DOCUMENT CONTROL

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