

TITLE: Senior Member Support Officer

AWARD: Nurses and Midwives (Tasmanian State Service) Award

LEVEL: Commencing at Grade 4

1. Position summary

The Senior Member Support Officer works as part of a team to provide up to date and accurate information and advice to ANMF members in order to maintain, protect and develop the interest of ANMF Tasmanian Branch (ANMF) members.

The Senior Member Support Officer works under the supervision of a Member Support Team Leader to:

- provide information and advice to members on a wide variety of issues, including professional and industrial advice on any work related matter
- work collaboratively with ANMF departments as required and ensure effective communication systems are in place for members
- provide member support and individual case management, particularly in the areas of AHPRA cases, workers compensation cases, TIC and FWC individual disputes, and individual workplace allegations or complaints.
- undertake professional, industrial and educational focused tasks as required; including relevant research and development of professional and industrial resources, and contribution of articles for Infusion journal.

2. Selection Criteria

- Awareness of contemporary nursing issues and a commitment to promoting the industry to the wider community;
- Knowledge of relevant legislation pertaining to nursing and the broader health sector
- Ability to research and provide briefing papers as required
- Ability to develop resources on professional, industrial and educational issues.
- Demonstrated skills in:
 - Problem solving and critically evaluating situations to identify and achieve meaningful outcomes
 - Communication (both verbal and written)
 - Time management and organisation of work.
 - Empathy for others, appropriate professional boundaries, and self-care;
- Demonstrated ability to work within a team and to be self-directed within that environment;
- Demonstrated commitment to the principles of unionism and a basic understanding of workplace conditions;

- Highly developed administrative and computer skills;
- Desirable to hold a nursing qualification and current practicing certificate. Tertiary qualifications would be highly regarded;
- Holds current driver's license;

3. Reporting relationship

The Senior Member Support Officer reports to the Member Support Team Leader.

4. Key responsibilities

4.1 Provide member support and individual case management, particularly in the areas of AHPRA cases, workers compensation cases, TIC and FWC individual disputes, and individual workplace allegations or complaints.

- Provides information and advice to members via the telephone, email, letter or face-to-face.
- Provide thorough reviews of member responses or submissions, in accordance with strict timeframes and procedural fairness.
- Undertake individual case management and / representation in consultation with the Member Support Team Leader and Senior Industrial Officer.
- Ensure clear and accurate documentation is made in relation to each individual member contact.
- Ensure relevant administrative tasks are undertaken in relation to each individual member contact.
- Ensure relevant communication and documentation processes are adhered to.
- Identify matters that require advanced technical knowledge, consultation with Member Support Team Leader and referral to Senior Industrial Officer.

4.2 Work collaboratively with ANMF departments as required and ensure effective communication systems in place for members

- Communicates with relevant ANMF staff/department where relevant issue arises from Member Support Team.
- Participates and contributes to staff meetings and planning forums.
- Contributes to branch newsletters, for example articles/bulletins, on matters affecting members.
- Develops resources and/or presentations to ANMF staff, member forums and committees as requested by the Branch Secretary.

5. Undertake professional, industrial and educational focused tasks; including relevant research and development of professional and industrial resources.

- Develop and administer industrial and professional education and training to staff and ANMF delegates as required.
- Undertake required research and development of professional and industrial resources and prepare briefs and media releases as required.
- Ensure own ongoing professional development on professional and industrial issues.

6. Representative



The Senior Member Support Officer may represent the ANMF (Tas Branch), as delegated, to other organisations.

7. Management

- The Senior Member Support Officer works under the direction of, and reports to the Member Support Team Leader.
- The Senior Member Support Officer will manage and prioritise their own work (under the supervision of the Member Support Team Leader), subject to organisational goals, directions and priorities.
- The Senior Member Support Officer will participate in the performance review process and staff development programs, as they are determined from time to time.
- Provide relief for Member Support Team Leader:
 - Strategic leadership and operational management of case management and Member Support Team
 - Strategic co-ordination of legal services and liaison relevant to case management and oversee indemnity reporting with Insurer
- Provide relief HR Management of Member Support Team staff
- Assist the Member Support Team Leader in the development of, and support effective and efficient
 - Member Support Team management systems
 - Quality control systems, including training of Member Support Team staff
 - Case management, including support of all Member Support Team staff and Organisers
 - Quality control and system development of provision of information to members
- Generate Member Support Team reports and analyse to improve services
- Performance review will take place:
 - Following a period of 3 months employment,
 - Following a period of 6 months employment, (after which permanent employment can be offered); and
 - Annual periods thereafter.

The Member Support Team Officer is expected to participate in the orientation programs for new staff, act as a mentor for new or existing staff as and when required.