



AUSTRALIAN NURSING AND MIDWIFERY FEDERATION (TASMANIAN BRANCH)

POSITION DESCRIPTION

Position Title	Member Support Officer
Award/Agreement	Australian Nursing and Midwifery Federation (Tasmanian Branch) Staff Enterprise Agreement 2024-2028
Classification	Grade 4
Team	Member Support Team
Reports To	Member Support Team Leader
Direct Reports	Nil
Location	Hobart/ Negotiable

About ANMF (Tas):

The Australian Nursing and Midwifery Federation Tasmanian Branch (ANMF Tas) is the largest union and professional body for the nursing and midwifery workforce in Tasmania. We operate as the State Branch of the federally registered Australian Nursing and Midwifery Federation.

1. Position Summary:

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

2. Key Responsibilities:

The Member Support Officer works under supervision of the 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 routine individual case management, representation, and advocacy.
- Provide case management support to the Senior Member Support Officer and Member Support Team Leader.
- 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, to promote and support a learning culture in nursing.

Provide professional and industrial information and advice to members, routine individual case management, representation and advocacy.

- Provides information and advice to members via the telephone, email, letter or face-to-face.
- Provide preliminary (or as otherwise directed by the MST TL) reviews member responses or submissions, in accordance with strict timeframes and procedural fairness.
- Undertake routine individual case management and / representation in consultation with the Member Support Team Leader and Industrial Officer(s).
- 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 Industrial Officer(s).
- Maintain productive working relationships with external stakeholders/members and effectively deal with challenging behaviours and conflict resolution. Identify matters that require advanced interpersonal communication skills and refer to MST TL or Industrial Officer.

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

- Communicates with relevant ANMF staff where issues arise 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.

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/members as required.
- Be willing to assist the Health Education & Research Centre, as requested via the MST TL.
- 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.

Desirable Attributes:

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

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 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;

General Responsibilities:

- It is the responsibility of the employee to comply and work within all policies and procedures adopted by the ANMF (Tasmanian Branch)
- Employees are required to comply with the ANMF (Tas) Values and Behaviours.

Workplace Health and Safety Responsibilities:

- Compliance with workplace policies and procedures for risk identification, risk assessment and risk control.
- 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.

Probationary and Performance Review:

A probation period will apply for the first month, three months and six months of employment, with performance reviews being completed annually. Progression to an advanced Grade may be considered with a demonstrated increase in knowledge and experience.

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.

Manager Name: _____

Manager Signature: _____ Date: _____

Employee Name: _____

Employee Signature: _____ Date: _____