

JOB DESCRIPTION FORM

Section 1 - Office Identification

Organisation: CPSU/CSA		Effective Date of Document: 3 May 2016
Division: INDUSTRIAL		Classification: Level 3/4/5
Group: MEMBERSHIP SERVICES		Office Nos: 58-62
Title: UnionLink Advisor		
Salaries Agreement/Award: CPSU-CSA Staff Agreement 2014		

Section 2 - Reporting Relationships

Title Coordinator Membership Services Classification: 7 ↑ Responsible to	Other Offices Reporting directly to this office. Title and Classification: Senior Industrial Officer Learning and Development Coordinator
Title UnionLink Lead Organiser Classification: 6 ↑ Responsible to	
This Office	

Offices under direct responsibility		
Title:	Classification	Nos of FTE's

Section 3 - Key Responsibilities

State BRIEFLY the key responsibilities or prime function of the job.

Provide industrial advice and interpretation to members on entitlements, legislation, employer and government processes and policy to assist them to resolve their individual and workplace issues. Distribute information to members. Recruit and engage with members and delegates. Identify potential organising issues and delegates/activists.

STATEMENT OF DUTIES		Effective Date of Document: 3 May 2016
Title: UnionLink Advisor	Classification: Level 3/4/5	Office No: 58-62
SECTION 4: CONTEXT AND SCOPE		
The Community and Public Sector Union SPSF Group (WA Branch/Civil Service Association of WA (Inc) (CPSUCSA is the State Public Sector Union of WA).		
Our Vision Our vision is a fair and just society built through the provision of quality public services.		
Our Mission: We are a union of workers organising to win better jobs, stronger communities, an inclusive fairer society and a sustainable future		
Our Values:		
Union Values	Public Service Values	Our Team's Values
Collectivism Solidarity Compassion Professionalism Fairness Sustainability Social Justice Equity .	Ethical Citizenship Collaboration Integrity Equality Inclusiveness Transparency Accountability Innovation	We will maintain a positive environment that promotes: <ul style="list-style-type: none"> • Constructive and effective communication throughout the organisation and with our partners and the community. • Mutual respect for the diversity of opinions and beliefs. • Participation, inclusivity and cooperation. • Adherence to processes and deadlines. • Recognition of performance.
Our goals are:		
Goal A: Promote and advance the rights, job security and working conditions of our members.		
Goal B:: Increase and diversify our membership base		
Goal C: To grow a diverse and confident network of workplace leaders who represent and activate members and participate in the democracy of our Union		
Goal D: A diverse innovative high performance team with values that align with our union direction and its purpose		
Goal E: To influence the progression of social justice issues that are consistent with our values		
Goal F: Long term financial sustainability.		

STATEMENT OF DUTIES		Effective Date of Document:
Title: UnionLink Advisor	Classification: Level 3/4/5	Office No: 58-62
<p>ROLE</p> <p>At all three levels, UnionLink Advisors operate using telephone and email to provide industrial advice, interpretation and information to members on entitlements, legislation, employer and government processes and policy. This also includes providing information on Union policies and processes for members and non-members. They are responsible for identifying potential organising issues and workplace delegates/ activists through their contact with members. Advisors are expected to follow-up on workplace and member issues and to make recommendations and support the members on the resolution of these.</p> <p>These Advisors are required to be fully conversant with the union's telephone and computer systems. They are also required to input, extract, collate and manage data and information on the Union's electronic data bases.</p> <p>All are expected to identify and report potential issues and trends in the workplace.</p> <p>As a member of a team, the UnionLink Advisor participates in planning and development activities.</p> <p>The UnionLink Advisor will undertake other duties as requested.</p> <p>At Level 3 the UnionLink Advisor operates under direct instruction from the UnionLink Lead, focusing on the provision of basic industrial advice and information to members and providing assistance with Union campaigns as directed.</p> <p>At Level 4, the UnionLink Advisor by virtue of their increased experience operates more autonomously, and is expected to be fully conversant with all relevant entitlements, legislation, employer and government processes and policies and Union processes and policies. At this level, Advisors are required to operate proactively in engaging members, including identifying potential organising issues and following up on potential workplace delegates/activists. They deliver nominated training to Union staff and members. Level 4 Advisors provide support and advice for Level 3 Advisors and delegates. Advisors at this level may also be called upon to provide representation to members in meetings with management.</p> <p>At Level 5, as well as the duties set out above, the UnionLink Advisor operates with minimal supervision. This Advisor researches the interpretation of complex industrial issues, legislation, employer and government policy and process matters and plans strategies to maximise outcomes for the Union. This Advisor develops, coordinates and conducts training for Union staff and members. The role also includes the provision of mentoring/coaching support for Level 3 and 4 UnionLink Advisors and delegates.</p> <p>UnionLink operates as a close-knit team and Advisors at all levels are expected to contribute to and work within this team.</p>		

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<p>OUTCOMES</p> <p>Level 3</p> <ol style="list-style-type: none"> 1. Telephone and email queries into UnionLink are answered according to Union customer service and other established procedures. 2. Data is entered into the Union database accurately. 3. Issues and trends are reported. 4. An active contribution is made to the work of the UnionLink team. <p>Level 4</p> <ol style="list-style-type: none"> 1. Telephone and email queries into UnionLink are answered according to Union customer service and other established procedures. 2. Data is entered into the Union database accurately. 3. New members are recruited and potential delegates/activists identified. 4. Potential organising issues, workplace issues and trends are identified, and recommendations made to UnionLink Lead. 5. Training programs are delivered as directed. 6. Mentoring and support is provided to Level 3 Advisors and delegates. 7. Members are represented by Advisor in the workplace where a delegate or Organiser is not available. 8. An active contribution is made to the work of the UnionLink team. <p>Level 5</p> <ol style="list-style-type: none"> 1. Telephone and email queries into UnionLink are answered according to Union customer service and other established procedures. 2. Complex queries are researched and advice on the interpretation of industrial instruments, legislation and policy issues is provided. 3. Data is entered into the Union database accurately. 4. Potential organising issues, workplace issues and trends are identified and recommendations made to the UnionLink Lead. 5. Plans are developed and implemented to address issues and the recruitment of new members and delegates in consultation with the UnionLink Lead. 6. Training programs are designed and delivered. 7. Members are represented by Advisor in the workplace where a delegate, Organiser or Industrial Officer is not available. 8. Structured mentoring/coaching support is provided for Level 3 and 4 Advisors and delegates. 		

SELECTION CRITERIA

Effective Date of Document:
3 May 2016

Title:
UnionLink Advisor

Classification:
Level 3/4/5

Office No:
58-62

LEVEL 3

ESSENTIAL

Skills/Abilities

1. Good verbal and written communication skills
2. Ability to work as a member of a team
3. Organisational skills.
4. Problem solving skills.
5. Computer skills including Office software, internet research and data entry.

Experience

6. Demonstrated commitment to unionism, equal opportunity and social justice

DESIRABLE

1. Previous experience in working in a call centre, community development or customer service environment.

LEVEL 4

ESSENTIAL

Skills/Abilities

1. Ability to communicate industrial concepts verbally or in writing.
2. Ability to deliver information to small groups.
3. Demonstrated customer service skills including listening, questioning, empathy, diplomacy.
4. Ability to organise and prioritise work.
5. Ability to work effectively as part of a team.
6. Ability to interpret and apply legislation, industrial instruments and policy.

Knowledge

7. Sound knowledge of industrial relations and employment legislation and industrial instruments.

Experience

8. Prior experience in undertaking computer based research and use of databases to extract information.

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DESIRABLE

1. Prior experience working in a call centre, community development or customer service environment
2. Prior experience in resolving industrial and union membership issues.
3. Knowledge of the 'Organising Model' of unionism.

LEVEL 5

ESSENTIAL

Skills/Abilities

1. Ability to communicate complex industrial concepts verbally or in writing.
2. Ability to prepare and deliver information or training at a group level.
3. Well-developed customer service skills including listening, questioning, empathy, diplomacy.
4. Ability to meet team objectives in an environment of competing priorities through integration and management of individual and team workloads.
5. Well-developed ability to interpret and apply legislation, industrial instruments and policy.

Knowledge

6. Demonstrated knowledge of industrial relations and employment legislation and industrial instruments.

Experience

7. Prior experience in dealing with difficult people or situations preferably via the telephone.
8. Proven experience in undertaking computer based research and use of databases to extract information.
9. Proven experience in using industrial instruments for resolving industrial or union member issues.
10. Proven experience in providing representation to members in meetings with management.