



## POSITION DESCRIPTION

**Position:** Information Officer

**Team:** Member Rights Centre (MRC)

**Reports to:** Lead, Information Team and Manager MRC

**Key relationships:** MRC Team, Membership Services Team (Including Switch Staff), Public Hospital Organising Team, Professional Team, Organising Private Hospital and Aged Care Team, Organisers, Industrial Officers and Member Support Officers

**Hours of work:** Full Time in accordance with the New South Wales Nurses and Midwives' Association (NSWNMA) and Australian Nursing and Midwifery Federation New South Wales Branch (ANMF NSW Branch) Employment Enterprise Agreement

**Salary range:** Information Officer, Level 1 - 5

### Vision Statement

The New South Wales Nurses and Midwives' Association (NSWNMA) and the Australian Nursing and Midwifery Federation New South Wales Branch (ANMF NSW Branch) is a strong, influential union of members respected as a contemporary leader in society for its innovation and achievements.

### Our Values

The NSWNMA / ANMF NSW Branch conducts itself with **integrity** and **courage**, demonstrating **creative** and **innovative approaches**. The NSWNMA/ ANMF NSW Branch will be an authoritative advocate on behalf of the nursing and midwifery professions, as well as for the community in advancing a world-class, well-funded, integrated health system, based on a clear and considered vision for the future.

The NSWNMA/ ANMF NSW Branch will demonstrate **ethical** and **respectful behaviour** in its interactions with other organisations and society, whilst ensuring its own workplace is **cohesive**, **fair** and **dynamic**, embracing **collectivism** with shared union beliefs.

### Position Overview:

- To provide a quality industrial and professional information service to the membership of the NSWNMA/ANMF NSW Branch
- Promote and encourage recruitment of membership to the NSWNMA/ANMF NSW Branch
- To maintain and retain membership of the NSWNMA/ANMF NSW Branch

- Provide a support service to the Member Support Officers and Organisers of the NSWNMA/ANMF NSW Branch
- Participate as a member of the MRC team
- Maintain and improve personal knowledge and skills relevant to this position.

### **Key Responsibilities:**

- Respond to the information needs of the membership
- Identify and assess member needs and expectations
- Provide information and advice, both written and verbal, to individual/groups either via the telephone, face-to-face or mail
- Analyse and interpret information
- Develop and apply workplace solutions to assist the membership and other bodies as required
- Assist members with the resolution to their issue where possible
- Maintain information and supplies and systems
- Identify and compose information suitable for the Q&As in the Lamp
- Identify potential sources for increasing membership
- Produce documents from written text using standard format
- Copy collate and distribute documents
- Participate in team activities
- Participate in training of new information officers and other staff
- Provide support and assistance to other information officers
- Encourage cohesiveness within the information team as part of the MRC team
- Conduct and participate in planned evaluation of identified activities
- Initiate and participate in activities to continuously improve service delivery
- Attend relevant in-service sessions, seminars, conferences and courses
- Access appropriate advice, journals and articles
- Participate in an annual performance appraisal
- Work in accordance with NSWNMA Policy and Procedure.

### **Selection Criteria:**

#### **Essential**

- Demonstrated commitment to the union movement
- Demonstrated ability to articulate and interpret complex Agreements and documents
- Demonstrated competence in appropriate computer skills
- Demonstrated ability to produce written documents and letters
- Ability to work within a complex team environment
- Demonstrated polite and articulate telephone manner.

**Desirable**

- Relevant tertiary qualifications in Industrial Relations, Social Science & Human Resources Management
- Ability to speak a second language
- Previous experience in working within the union movement.

I have read and understand the requirements of this position. I agree to undertake the responsibilities as set out in the position description.

Employee's signature:

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Date:

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