



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 2023

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:

Date:
