

Queensland Together, Branch of the Australian Services Union Position Description and Selection Criteria

Job Title:	Industrial Support Officer
Centre:	Brisbane
Classification:	AO3 – AO4 (Hourly Rate \$42.62 to \$55.42, including casual loading)
Employment Status:	Casual

Purpose

To contribute to the building of a stronger Union by:

- Supporting Industrial Officers in their casework, campaigns, and member advocacy.
- Providing timely and accurate advice and support over the phone to members of Together.
- Assisting members with initial information, guidance, and triage of industrial issues.
- Contributing to the development of member activism and industrial knowledge through information, resources, and follow-up support.
- Coordinating and preparing documentation, correspondence, and case materials to ensure effective representation of members.

Organisational Environment

Together is an organising union with members employed in the Queensland Public Sector, Queensland Health, private health, pathology, and private sector administration.

This role is part of a dedicated team of industrial staff who primarily assist in the delivery of the union's industrial advice and assistance to members, including through representation with employers and in appearances at Tribunals.

The Industrial Officer brings specialist industrial relations knowledge and skills to provide members with high-quality advice and representation in both individual and collective matters.

Industrial officers are responsible for delivering industrial advice and, where required, providing industrial assistance using case management methodology. They work collaboratively with delegates and union staff to take up collective industrial matters and participate in wider union activities to build both membership and strength in union campaigns.

The Representation, Engagement and Community Organising Team

The Representation, Engagement and Community Organising team is a multidisciplinary team within Together. It brings together Industrial Officers, Social Workers, Industrial Support Officers, Industrial Officer (Collective), and a Legal Officer to deliver collaborative advocacy and support to members.

Because of the sensitive and sometimes confronting nature of members' experiences, including accounts of bullying, sexual harassment, workplace injury, and mental health crises,

staff in this team may be exposed to vicarious trauma. Together acknowledges this risk and provides structured reflective practice, supervision, and professional development to support the wellbeing and sustainability of our staff.

Reporting Relationships

The Industrial Support Officer reports to the Industrial Director of the Representation, Engagement and Community Organising team and has no direct reports.

Duties

In consultation with experienced Industrial Officers, Industrial Support Officers will:

- Assist members by providing accurate and timely initial advice and information on workplace and industrial issues.
- Support members with individual workplace matters through the case management model, and escalate complex issues to Industrial Officers as appropriate.
- Assist Industrial Officers in preparing Tribunal and employer submissions, including drafting, compiling, and organising documentation.
- Communicate with members to explain processes, outline next steps, and provide updates on their matters and broader union activities.
- Contribute to the development of union policy and sector-specific industrial instruments by providing feedback drawn from member experiences and trends.
- Maintain and update member details to ensure accurate records and effective case management.
- Participate in professional development opportunities to strengthen knowledge and skills in industrial advocacy and union practice.
- Identify and escalate emerging workplace and agency issues that present opportunities for union strength and growth.
- Support and participate in broader union activities, campaigns, and initiatives to advance members' interests.

Financial Delegations

- Nil.

Key Selection Criteria

1. Knowledge of, or ability to acquire knowledge of, contemporary legislative, regulatory and subordinate instruments or requirements relating to industrial and employee relations across the Queensland public and private sector.
2. Demonstrated ability to analyse and interpret industrial instruments relevant to employees in the private and public sector.

3. Written communication skills as demonstrated by the ability to develop accurate and relevant written documents and correspondence.
4. Demonstrated Interpersonal skills with a customer focus and ability to communicate positively with a diverse audience.
5. Ability to develop skills to represent members in industrial or administrative tribunals.

Mandatory Requirements

- Applicants must be able to satisfy the requirements of Section 513 of the Fair Work Act 2009 in order to gain a Right of Entry.
- A proven commitment to Unionism.
- Open class “C” driving license is essential.

Additional Information

- Together is an Equal Employment Opportunity Employer.
- Smoking is prohibited in all Together buildings and vehicles.
- Progression arrangements to AO6 and AO7 exist within the Union for industrial staff. At commencement, successful applicants may seek to negotiate commencement rates.
- The position may require some work after hours or on weekends.
- Travel away from the Brisbane office may be required, including being away overnight/s.
- In addition to addressing the Selection Criteria, applicants should provide a succinct Curriculum Vitae or Resume, including relevant work history.

Applicants are requested to forward, preferably one application, to:
Alex Scott, Branch Secretary
via email jobs@together.org.au

Exposure to Vicarious Trauma

In this role, you are not expected to directly experience traumatic events. However, you may be exposed to vicarious trauma through discussions and interviews involving sensitive subjects such as domestic and family violence, deaths in custody, occupational violence, and related matters.

To support your well-being, we have established comprehensive physical and psychosocial safety measures across all workplaces. These include strategies to manage the risks associated with exposure to traumatic events and vicarious trauma. We are committed to providing support and resources for employees affected by their work.

We encourage you to reflect on the potential impact of this exposure on your personal resilience and coping strategies. Ensuring that you have effective support mechanisms in place will be essential in sustaining your ability to work in environments where sensitive and potentially distressing matters are discussed.