

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

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| Job Title | Social Worker |
| Centre | Brisbane |
| Classification | AO5 – AO7 (Gross Salary Range \$4088.83 – \$5628.85 per fortnight) |
| Employment Status | Full-time |

Purpose

To contribute to a stronger union by:

- Delivering consistent, social work-informed, non-industrial support for members navigating complex industrial issues
- Enhancing the member experience through continuity of care, respectful communication, and clear processes.
- Embedding trauma-informed, ethical, and member-centered practice across all union work.

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 Social Worker brings specialist social work knowledge to support members in complex and sensitive matters, particularly those involving wellbeing, trauma, or vulnerability, while also contributing to case management and advocacy processes.

Social workers in this context provide advice and support to Together members and, where required, integrate social work methodology with industrial case management. 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 Social Worker reports to the Industrial Director of the Representation, Engagement and Community Organising team and has no direct reports.

Duties

- Act as the non-industrial point of contact for allocated member matters.
- Utilise a case management framework to provide procedural updates and help members understand the next steps without giving strategic industrial advice.
- Acknowledge and validate member distress without entering therapeutic or clinical domains.
- Assist members in articulating their goals or preferences in a supportive, non-clinical manner.
- Identify indicators of complex distress or psychosocial need and ensure members are linked with appropriate support services.
- Record interactions and maintain accurate, timely notes consistent with union protocols.
- Liaise with Industrial Officers to support continuity of casework and member engagement.
- Participate in reflective practice, debriefing, and ongoing training to maintain wellbeing and role clarity.
- Contribute to the development of ethical, accountable, and collaborative union culture.

Financial Delegations

- Nil.

Key Selection Criteria

1. Knowledge of, or the ability to quickly acquire knowledge of, the Queensland public and private sector industrial landscape and the role of union support services.
2. Demonstrated ability to build rapport, communicate respectfully, and provide high-quality support to people experiencing distress, uncertainty, or vulnerability.
3. Sound interpersonal skills including the ability to:
 - Maintain professional and trauma-informed boundaries;
 - Listen reflectively and validate member experiences;
 - Communicate procedural advice clearly and with empathy, while maintaining a focus on empowerment;
 - Work collaboratively with union officers, intake, and external providers;
 - Engage members effectively primarily over the telephone.
4. Written communication skills, including case noting, summarising member updates, and documenting interactions with clarity and sensitivity.
5. Ability to prioritise competing demands in a complex and dynamic support environment, while maintaining appropriate scope of practice.

Mandatory Requirements

- A qualification which grants eligibility to become a Member of the Australian Association of Social Workers
- A demonstrated commitment to union values, including integrity, collectivism, and social justice.
- An understanding of or willingness to apply trauma-informed and culturally safe practices.
- Capacity to satisfy any necessary requirements for working in environments where sensitive or confidential issues are discussed.

Additional Information

- Together is an Equal Employment Opportunity Employer.
- Together is a culturally safe and inclusive organisation.
- Smoking is prohibited in all Together buildings and vehicles.
- This role may occasionally involve out-of-hours work or travel.
- Applicants are encouraged to apply in writing to:

Alex Scott, Branch Secretary

Via email: jobs@together.org.au

Exposure to Vicarious Trauma

In this role, you may be exposed to vicarious trauma through member accounts involving distressing workplace experiences (e.g., bullying, sexual harassment, workplace injury, or mental health crises). While you are not expected to provide therapeutic support, you may witness distress.

To support your wellbeing, Together has implemented physical and psychosocial safety measures, including reflective practice, supervision, and referral pathways. We encourage you to consider your resilience strategies and ensure appropriate supports are in place.