



Job and Person Specification

Position:	Memberships Officer
Award:	NATSIHWA Enterprise Bargain Agreement
Level:	Level 5 (\$65,706 - \$69,427 plus superannuation) pa
Appointment:	Contract to 30 June 2022; extension maybe subject to funding and organisational requirements
Position Hours:	Full time – 38 hours a week
Updated:	July 2018

Job specification

Position summary

The Memberships Officer supports in identifying and addressing the professional needs of NATSIHWA members within their scope of practice, and assisting the Chief Executive Officer (CEO) and Chief Operations Officer (COO) in promotion and recruitment of NATSIHWA memberships. Professional support covers the provision and/or administration of information, communication, networking, professional development events, resources and learning opportunities.

Line management

The Memberships Officer reports directly to the CEO and indirectly through to the COO.

Special conditions

- ⊞ This is a Canberra-based position with regular interstate travel required.
- ⊞ All NATSIHWA employees participate in a formal performance development process.
- ⊞ Out of hours work will be required on occasions.

Primary responsibilities

1. Be the first port of call responder to member inquiries for support and assistance.

2. Provide support in the implement membership recruitment strategies.
3. Develop, maintain and audit membership database within the Customer Relations Management (CRM) database.
4. Ensure stocktake of membership material is kept up to date and advise to the COO when stocks require replenishment.
5. Develop, distribute and, where required, update membership support packages for new, existing and for forum participants.
6. Assist in meeting the professional support needs of Aboriginal and/or Torres Strait Islander Health Workers and Health Practitioners through providing regular information about or provision of:
 - professional networking opportunities
 - information, events, resources and learning opportunities that contribute to professional development
 - discipline-specific networking.
7. At the direction of the CEO attend and manage identified exhibition booths with the intent of promoting Aboriginal & Torres Strait Islander Health Workers and Health Practitioners in becoming "Full Members" of NATSIHWA. Whilst at exhibition booths encourage organisations and individuals to become "Associates" and "Friends" of NATSIHWA.
8. Assist the Professional Development Officer (PDO) at NATSIHWA ran Forums in recruiting non-members to become members of NATSIHWA.
9. Support the PDO to identify and pursue opportunities for cooperation and collaboration with relevant stakeholders on professional support initiatives aligned with NATSIHWA priorities.
10. Support the PDO in liaising and developing effective working relationships with relevant people in other national and jurisdictional bodies that are focused providing professional development support for the NATSIHWA forums.
11. Provide a six monthly update of key activities relevant to the Memberships Officers role listed in the yearly Activity Plan in order to meet the requirements of NATSIHWA's Strategic Plan.
12. Support the implementation of the NATSIHWA Communication Strategy.
13. Undertake any other relevant duties as directed by the CEO and/or COO.

Person specification

Essential criteria

Personal abilities/aptitudes/skills

- ⌚ Demonstrated ability to work with Aboriginal and Torres Strait Islander communities and their leaders, respecting cultural values and ways of doing business.
- ⌚ Demonstrated ability to communicate effectively, both verbally and in writing, to a wide range of audiences on a range of sensitive and complex issues, especially with regard to Aboriginal and Torres Strait Islander peoples.
- ⌚ Demonstrated ability to work as a member of a team to identify performance outcomes, plan activities and set priorities to achieve agreed objectives and meet timelines.
- ⌚ Demonstrated ability to appropriately exercise initiative and judgement, and recognise and resolve conflict.

Experience

- ⌚ Experience in the use of information technology, including word processing packages, electronic mail, databases, spread-sheets and PowerPoint presentations.

Knowledge

- ⌚ Knowledge and understanding of the current issues impacting on Aboriginal and Torres Strait health and wellbeing from both an historical and political perspective.
- ⌚ Knowledge of contemporary issues for Aboriginal and/or Torres Strait Islander peoples in the health sector, including workforce issues for Aboriginal and Torres Strait Islander Health Workers and Health Practitioners.

Desirable criteria

Experience

- ⌚ At least two years of experience working in an Aboriginal and/or Torres Strait Islander Health Workers and Health Practitioners position.
- ⌚ Experience in building relationships with relevant government departments and non-government organisations.

Qualifications

- ⌚ Certificate II or higher in Aboriginal and Torres Strait Islander Primary Health Care.

Selection criteria and process

In applying for this job we need you to provide two documents:

- An up to date Curricula Vita (CV) that includes the names and contact details for **two referees** from recent positions you have held – please be aware that we may request a written reference.
- A maximum 3-page letter outlining your response to the following five questions that demonstrate
 - a. your ability to perform the job
 - b. how you meet the all of the essential and any of the desirable criteria in the person specification:

A copy of the NATSIHWA Memberships Officer role description can be found at: <https://www.natsihwa.org.au/jobs>

Aboriginal and Torres Strait Islanders people are strongly encouraged to apply.

1. What has been your experience in working with Aboriginal and Torres Strait Islander communities, respecting cultural values and ways of doing business? How would you relate these learnings to this position?
2. Describe your ability to communicate effectively, both verbally and in writing, to a wide range of audiences on a range of sensitive and complex issues, especially with regard to Aboriginal and Torres Strait Islander peoples. Outline how this would value add to NATSIHWA?
3. Provide an example of how you work as a team member to identify performance outcomes, plan activities and set priorities to achieve agreed objectives and meet timelines.
4. What elements/skillsets do you possess that would contribute to the overall goals of NATSIHWA?
5. Outline your understanding of contemporary issues for Aboriginal and Torres Strait Islander peoples in the health sector, including workforce issues for Aboriginal and Torres Strait Islander Health Workers and Health Practitioners.

Once you have completed your letter of response and attached your CV please forward onto John Little csm@natsihwa.org.au

If you require further information please contact John on (02) 6221 9229.