



Position Description

Job Title: Adjudication Officer
Department: Membership Services
Reports To: Director of Membership Services

Prepared Date: August 2001
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Summary

Manages business affairs of labor union by personally performing the following duties.

Essential Duties and Responsibilities

include the following, but other duties may be assigned:

- Coordinates and directs union functions which promote local membership, the hiring of union members in the workplace, and representation of Union members with respect to employment, providing advice, guidance and assistance in the preparation and presentation of grievances and the gathering of related evidence.
- Maintains relations between union and employers.
- Assists in developing safety and health measures.
- Negotiates with management on individual grievances and other work related matters affecting members.
- Prepares background information and resources to facilitate the deliberations of bargaining committees.
- Presents research, opinion and clarification relevant to bargaining committee meetings.
- Researches and writes position papers regarding GNWT policy and its impact on the unionized workforce.
- Assists in the production of publications on areas of interest to the membership such as clause interpretation, union facts, grievance updates, and others.



Researches, analyses, and evaluates information on benefits and working conditions for use in the negotiation and union/management consultation processes by:

- analyzing existing collective agreements and recommending improvements where needed.
- keeping abreast of current trends in collective bargaining and arbitral jurisprudence.

Provides representation for members in an assigned area by:

- answering requests for general information and advice.
- representing members at competition and/or job evaluation appeals.
- researching, investigating and processing grievances, including attending grievance hearings with employers, researching precedents, interviewing potential witnesses, gathering evidence, and preparing and presenting case summaries for referral to arbitration or withdrawal of grievances.
- representing the UNW and/or members before various boards and arbitrators appointed under the collective agreement as well as through mediation or similar processes.
- providing advice and guidance to UNW and members in the interpretation and application of federal and territorial labour and human rights legislation and associated regulations
- providing advice, guidance and assistance in the preparation and presentation of grievances and the gathering of related evidence
- analyzing cases unresolved at the final level of the grievance process with a view to proceeding to arbitration



- researching and preparing grievance cases to be presented at arbitration and act as advocate for the grievor
- negotiating grievance settlements with various employers to obviate the need for a formal hearing
- reviewing arbitration decisions with a view to proceeding to the Court or other judicial bodies on questions of law or jurisdiction

Advises Component Executive and Staff Officers by:

- identifying potential problem areas and recommending solutions.
- recommending new or revised policies to ensure that the UNW position in Collective Bargaining is consistent with overall UNW objectives.
- preparing articles or bulletins on the subject of grievances and arbitration/ adjudication for information and education of the membership
- advising and assisting elected Union officers and members on matters within assigned areas of responsibility, including the interpretation and application of collective agreements.

Performs other duties as required, including but not limited to:

- reporting orally and In writing on both a regular and as-required basis.
- identifying members interested in developing leadership skills within the Local/Union.
- conducting and developing training seminars and courses on all aspects of union membership including collective agreement language and meaning, proposal preparation, local development and leadership, technical issues involved in grievances and appeals, arbitration preparation for shop stewards, new employee orientation, and member



requested courses.

- representing the Union on committees, at meetings, and at conferences.

Statement of Responsibilities

representation at hearings	25%
case analysis	35%
meetings with members, grievors, witnesses, etc	20%
negotiating settlements	5%
developing and delivering training	5%
other duties	10%

Supervisory Responsibilities

This position has no supervisory responsibilities.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

Analytical - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data.

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.

Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Able to read and interpret written information.



Teamwork - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests.

Change Management - Develops workable implementation plans; Communicates changes effectively; Advises and supports those affected by change; Monitors transition and evaluates results.

Leadership - Exhibits confidence in self and others; effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others.

Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.

Ethics - Treats people with respect; Keeps commitments; inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; supports organization's goals and values.

Strategic Thinking - Develops strategies to achieve organizational goals; Understands organization's strengths & weaknesses; Adapts strategy to changing conditions.

Judgement - Exhibits sound and accurate judgment.

Motivation - Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence.

Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Sets goals and objectives; Develops realistic action plans.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes delays, or unexpected events.

Attendance/Punctuality - Is consistently at work and on time; Arrives at meetings and appointments on time.



Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals. Completes tasks on time or notifies appropriate person with an alternate plan.

Initiative - Volunteers readily; Undertakes self-development activities; Asks for and offers help when needed.

Innovation - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas.

Qualifications

To perform this Job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Law Degree from College or University (no requirement to be called to the bar); or five years related experience and/or training in the field of labor relations including negotiations, grievances, mediation, arbitrations and alternate dispute resolution forums; Or equivalent combination of education and experience.

Language Skills

- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.
- Ability to write reports, business correspondence, and procedure manuals.
- Ability to effectively present information and respond to questions from groups of managers, clients, members, and the general public.

Reasoning Ability

- Ability to solve practical problems and deal with a variety of concrete variables in situations



where only limited standardization exists.

- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills

To perform this job successfully, an individual should have knowledge of Database software; Internet software and Word Processing software.

Physical Demands

Travel to outlying communities is required on a regular basis.

Work Environment

The noise level in the work environment is usually quiet.