



*New England Health Care Employees Union  
District 1199 SEIU*

**Member Resource Center Organizer**  
*Based in Hartford, CT*

**About Us:**

District 1199 SEIU is a bold, democratic Union with a long activist tradition. In his remarks at 1199's Salute to Freedom in 1968, Dr. Martin Luther King, Jr stated "Local 1199 represents the authentic conscience of the labor movement." Over the past 25 years, we have used strategic campaigns and direct action to form unions, win significant victories for employees, and demand improvements for sick, elderly, and needy patients in nursing homes, state direct care and mental health facilities, hospitals, and other health care centers. In recent years, we've won a \$15/hour standard for thousands of low-wage workers through militant direct-action campaigns, fought racism on the job, campaigned for progressive policy in the state legislature, and engaged in the community around a variety of social justice issues.

The majority of our members and staff are women, people of color, and/or immigrants. A key guiding principle of our Union is to facilitate and stimulate the broadest possible rank and file participation in the formulation and execution of the program of the Union. Holding with these principles, 1199 organizers work to activate and develop a diverse body of leaders to use their collective power to demand respect and improve conditions in the workplace.

In these challenging times, when so much wealth and power is concentrated in the hands of so few, we believe it is more important than ever to unite health care workers and the working class as a whole together with the broader political and social justice movement to achieve respect and dignity, economic and racial equality on the job and in our communities.

**Duties and Responsibilities:**

The Role of Organizers in the Member Resource Center Organizer is to provide information and support to members and their delegate leaders directly over the phone and to encourage and support member leaders in exercising their power in the workplace and advocating for better health care services.

**Responsibilities include:**

- Field a variety of incoming calls from members; answer members basic questions and provide advice over the phone regarding the union, their contract, workplace laws and regulations, and their rights and responsibilities on the job.
- Work to increase member participation in the activities and the programs of the Union, update contact information, assist in strengthening and engaging communication networks, recruit volunteers to participate in political, legislative, and issue campaigns.

- Provide members and their delegates leaders with Union information and materials needed to maintain a strong organization on the job. Provide support and advice on their contract, grievances, workplace laws and regulations, and their rights and responsibilities on the job.
- Assist in coaching and developing leadership skills of our delegates to be effective leaders in the workplace to tackle problems with direct action, serve as advocates, and when necessary investigate & file grievances.
- Where appropriate, role may include participating directly in grievance handling in consultation with affected members/delegates/organizers.
- Coordinate with & support field Organizers in the identification of potential leaders and issues for them to organize the members around to engage in collective action.

### **Qualifications:**

- Demonstrated leadership and organizing skills at work, on campus, or in the community. Experience as a union or community organizer preferred; health care experience a plus.
- Good interpersonal skills and ability to work with people from diverse backgrounds and cultures. Bilingual skills in Spanish, Creole/French, or Portuguese a plus.
- Excellent communication skills with respect to listening, speaking and writing communication skills.
- Excellent analytical and judgment skills as demonstrated by the ability to assess information and evidence and decided on appropriate course of action.
- High functioning competency in typing while on the phone, an ability to do comprehensive intake for the purposes of collecting information for use in pursuance of grievance.
- Knowledge of Microsoft Office, Access based databases and the Internet.
- Ability to work independently, solve problems, manage time and priorities.
- Willingness to work long hours, including nights and weekends.
- Automobile and valid driver's license.

### **Equal Opportunity:**

*District 1199 SEIU is an Equal Opportunity Employer. Women, LGBT people, and people of color are strongly encouraged to apply.*

**Compensation:** Dependent on experience; includes medical, pension, vacation benefits.