



Chief Steward Roles and Responsibilities

You are a workplace leader representing SGEU, coordinating stewards, and enforcing the collective bargaining agreement. You work collectively with stewards, elected leaders, and SGEU staff in your workplace, bargaining unit, sector and management. As chief steward, you fulfill the duties of a steward, but also work with other stewards in your zone to do the following:

Communication

- Encourage stewards to approach you with questions about processes and contract interpretation and with reports of workplace conflicts and issues.
- Advise stewards and members about union activities and advise bargaining unit and sector leaders about workplace developments.
- Ensure new-member orientations are occurring as needed.
- Ensure you have strong relationship with the assigned SGEU Labour Relations Officer.
- Inform stewards and members of changes in the collective agreement or interpretation, and of relevant arbitration decisions.
- Be accessible to your stewards by telephone or in person.

Conflict Resolution

- Assist in resolving conflicts between members, stewards or between members and the employer.
- Be knowledgeable about both workplace and union harassment policies and procedures.
- Encourage stewards to talk to you when they encounter harassment in the union or in the workplace and work with stewards and/or the SGEU Labour Relations Officer to resolve the problem.
- Hold regular meetings of all stewards. Topics should include current workplace issues, barriers facing equity-group stewards, discrimination/harassment of stewards and in the workplace, and strategies to address issues.
- Work to dispel, not encourage rumors.

Grievance Co-ordination

- Assign complaints and grievances to stewards in your zone, taking into account:
 - Stewards' specialized knowledge
 - The chance for new stewards to gain experience
 - The need to prevent steward burn-out
- Members' right to the steward of their choice shall be adhered to.
- Assist stewards, as needed, in writing and investigating grievances properly and in judging whether a complaint is a grievance.
- In communications with the SGEU Labour Relations Officer, keep track of filed grievances and ensure the necessary tasks are completed.
- Educate stewards that all grievances shall to be fully investigated against a violation of the CBA and/or any other Statutes or Laws, before being filed. Educate stewards on the internal appeal processes.
- Ensure contract enforcement by:
 - Not agreeing to any deal that violates the collective bargaining agreement or other rights in a statute.
 - Challenging violations of collective-agreement and other rights in statute

Leadership

- Promote maximum involvement by members in union activities, especially within the collective bargaining process.
- Delegate duties to stewards (and panel reps where relevant)
- Call and chair regular steward meetings to share information, identify best practices, and review grievances and other workplace issues
- Chair other meetings when necessary, such as membership or union-management committee.

Recruitment

- Actively recruit new stewards with the goal of achieving a representative steward body in SGEU.

Mentoring & Training

- Ensure you are familiar with your collective agreement, related legislation, workplace policies and procedures, SGEU policies, Steward Manual, and union resource people.
- Complete training as set out in SGEU policy.
- Orient new stewards and support them to meet the expectations set out in the steward job description.

Provide or arrange mentoring for new stewards

- Encourage stewards to take appropriate training, such as LD 10, LD 11, LD 20 A/B/C LD 30, and LD 70.
- Update stewards about education opportunities.
- Encourage stewards to set appropriate limits to prevent stress and burn-out.

Administrative Duties

- Ensure elections are held for stewards and OH & S committee.
- Ensure that stewards are being registered with SGEU Membership Records after each election.
- Ensure distribution and posting of union information within your zone.

