



**CEIU** |

**Canadian Employment &  
Immigration Union**

**National Capital Region (NCR)**

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## **CHIEF SHOP STEWARD**

### **Role & Responsibilities**

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The NCR Chief Shop Steward is a workplace leader who represents CEIU, coordinates Stewards, and enforces the Collective Bargaining Agreement (PA). S/he works collectively with stewards, elected leaders and CEIU NURs. S/he also deals with management on behalf of the union. As Chief Steward, fulfills the duties of a Steward, but also works with other Stewards in his region to do the following:

#### **Communication**

- Encourage Stewards to approach you with questions about grievances, processes, CA interpretation, and report on workplace conflicts and issues.
- Advise Stewards and other members about union activities; and regional leaders about workplace developments.
- Ensure new member orientations are occurring as needed.
- Ensure a strong relationship with the Labour Relations Officers to mitigate and mediate issues of mutual concern.
- Inform Stewards and members about changes in the PA, its interpretation; and relevant arbitration decisions.
- Be accessible to Stewards by telephone or in person.
- Create and maintain a Stewards Contact list of all stewards with their relevant information.

#### **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 available resources to resolve the problem.
- Hold regular meetings of all Stewards. (Stewards Network).

### **Grievance Co-ordination**

- Assign complaints and/or grievances to Stewards in the NCR region, taking into account:
  - Stewards' specialized knowledge;
  - The chance for new Stewards to gain experience;
  - The need to prevent Steward burn-out;
- Respect members' right to work with the Steward of their choice. Assist Stewards, as needed, in writing and investigating grievances properly, and in judging whether a complaint is a grievance.
- In communications with the CEIU NURs, keep track of filed grievances and ensure proper follow-ups.
- Inform Stewards that all grievances are to be fully investigated in order to identify any violations of the collective agreement and/or any other statutes or laws, before being filed. Educate Stewards on the internal appeal processes.

### **Leadership**

- Promote maximum involvement by members in union activities including but not limited to the collective bargaining process.
- Delegate duties to Stewards.
- 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 meetings.

### **Recruitment**

- Actively recruit new Stewards with the goal of achieving a representative Steward body in CEIU.

### **Mentoring & Training**

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

### **Mentoring Arrangements for New Stewards**

- Encourage Stewards to take appropriate training, and conflict resolution training.
- Update Stewards about education opportunities.
- Encourage Stewards to set appropriate limits to prevent stress and burn-out.

### **Administrative Duties**

- Ensure that Stewards are registered with CEIU membership records after each election.
- Ensure distribution and posting of union information within your region.