

# Position Description



<b>Position:</b>	<b>Access and Intake Coordinator</b>
<b>Reports To:</b>	Team Leader - Client Engagement
<b>Award Classification:</b>	Level 5 under the Social, Community, Home Care and Disability Services Industry Award 2010
<b>Location:</b>	Footscray VIC
<b>Date Update</b>	April 2024
<b>Approved by</b>	CEO

## Organisational context

The Asylum Seeker Resource Centre (ASRC) is a leading advocacy organisation for people seeking asylum in Australia. We are a values-driven organisation that strives to be part of a movement that helps people seeking asylum by providing direct services such as assistance with accommodation, food, employment, education and legal services. We campaign and lobby with our sector to drive law reform and policy change.

At the heart of the ASRC strategy is the people we serve, and our commitment to ensuring that their voices of lived experience are embedded in all that we do. The ASRC exists for refugees and asylum seekers, and we are in the service of this community of people. It's important that our work and focus is led by what this community needs, expects and wants from us.

## About the Team

The Humanitarian Operations and Resilience Department delivers services that stabilise the circumstances of at-risk people seeking asylum, so they can engage constructively with their visa determination process and ensure their best possible chance of a pathway to successful settlement. The Department leverages the ASRC's unique strengths, expertise and position within the movement to provide Community Legal Centre (HRLP), a specialised health clinic, food security, homelessness, aid and vocational pathways services.

The Client Engagement Team is responsible for engaging with service users as a first point of contact ensuring service users feel welcomed, safe and understood. They consult with staff and service users, proactively manage client dynamics, and share information in relevant languages and in culturally appropriate ways about the ASRC's expanded human rights-based approach. The Reception Team is the first point of contact for individuals seeking to access information and support from the ASRC.

## Position Purpose

The Client Access and Support Coordinator is the first point of contact for new and returning clients of the ASRC and ensures all clients accessing the Footscray Centre are welcomed and their enquiries are attended to in a positive, culturally safe, professional and trauma-informed way. The Client Access and Support Coordinator supervises a team of Social Work Student Placements and suitably qualified volunteers who together provide an initial assessment of the client enquiry and the ASRC's capacity to assist, prioritising those clients.

## Key Accountabilities

The Client Access and Support Coordinator is responsible for undertaking the following duties:

- Greeting incoming clients and visitors to the ASRC at front reception.
- Assessing and triaging new and returning clients to determine prioritisation for internal services and referring clients to external service referral pathways where ASRC are unable to assist.
- Act as liaison and coordination point between other internal services (particularly those providing first point of contact for clients and visitors), the volunteer team operating at front reception and the Centre Administration Team.
- Greeting non-client visitors and directing them to the Centre Administration Team for assistance.
- Provide resources and service information (including on site programs, services and prioritisation requirements) to new clients, staff and external stakeholders.
- Respond to telephone enquiries from clients including any messages that may be received on ASRC phone lines.
- Maintain oversight of daily service availability to promptly and accurately inform visitors and clients.
- Manage placement students and volunteers through training, rostering, supervising, daily debriefing and ensuring a positive and cohesive team and organisational culture.
- Develop and maintain Client Access and Support Operation Manual and procedures outlining all essential protocols for service delivery for staff and volunteers.
- Monitor and actively support people presenting to the ASRC for service with de-escalation and co-regulation with a trauma informed lens.
- Engage and participate in supervision, meetings, training and reflective practice.
- Other duties as reasonably required.

**All ASRC people must:**

- Understand and follow their responsibility to always act in a manner that supports the safety, health and wellbeing of themselves and others in the workplace.
- Centre the rights of people seeking asylum and actively working toward bringing the ASRC vision and purpose to life
- Demonstrate the ASRC values of Collaboration, Welcome, Courage and Authenticity and demonstrate behaviours that contribute to a culturally safe, inclusive and respectful workplace.

**Role Requirements****Essential Skills, Experience & Qualifications**

- Tertiary Qualifications in (or currently studying) Social Work, Human Services, Welfare Work, Youth Work, Community Development, Counselling, Bicultural support or related fields; or equivalent experience in the welfare sector.
- Demonstrated experience in applying de-escalation techniques and proactively managing complex dynamics in a fast paced environment.
- Excellent interpersonal skills, including the capacity to communicate effectively with a wide variety of people and the ability to work with people from culturally diverse backgrounds.
- Strong problem solving skills developed through previous employment.
- Demonstrated ability to work well in a fast paced environment with competing priorities.
- Strong time-management skills with the ability to prioritise and multitask in a high paced environment.
- Ability to effectively work within, and improve, established procedures.
- Strong administrative and organisational skills with demonstrated ability to establish and embed instructions and workflows ensuring operational integrity and task completion. .
- Demonstrated experience and success in building and managing a team, preferably with volunteers or students.
- Demonstrated ability to work effectively with multiple internal stakeholders with competing demands.

**Desirable:**

- Lived experience of seeking asylum
- Previous experience managing a volunteer team in customer service or administration
- Knowledge of the policy context of practice with asylum seekers visa categories/conditions, and the barriers faced by people seeking asylum in Australia.

- Bi-lingual or multi-lingual (including proficiency in English and identified community languages)in the following languages: Farsi, Tamil,Urdu, Hazaragi, Arabic or Pasto.
- Employment, volunteer or study placement experience in the welfare sector

### Policy and screening requirements

All ASRC staff and volunteers are required to adhere to policies and procedures which aim to further culturally safe, inclusive and respectful work practices. All offers of employment are subject to satisfactory Criminal History Check and provision of a valid Working with Children Check prior to commencement.

I have read and understood and agree to perform the responsibilities outlined in this position description.
Name:
Date: