

Position Description



Position:	Volunteer Coordinator - Humanitarian Services
Reports To:	Humanitarian Services Manager
Award Pay Level:	Level 5 under the Social, Community, Home Care and Disability Services Industry Award 2010
Location:	Footscray Vic (Flexible work arrangements available, travel to other ASRC sites required)

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, casework, 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 ASRC Community Portfolio works to ensure safety, freedom, justice and pathways to successful settlement for people seeking asylum through our frontline humanitarian and resilience services, while our advocacy for systemic change and refugee-led solutions unlocks political and social transformation. Our platform for change and our credibility in advocacy is ensured by integration with our frontline services, which provide the evidence base for transformational change, delivered for (and with) people seeking asylum.

The Humanitarian Operations and Resilience Department delivers the services that stabilise the circumstances of at-risk people seeking asylum, so they can continue to engage constructively with their visa determination process and ensure their best possible chance of a pathway to successful settlement. The Department prioritises those who face the greatest barriers to accessing their human rights during this process. 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.

Position Purpose

The Volunteer Coordinator is responsible for the coordination of volunteers and students within the Social Services, Client Engagement and Housing and Aid Teams services and related activities. This includes recruitment, training and supporting students and volunteers, ensuring sufficient student and volunteer levels and making certain that daily teams are aware of their responsibilities and tasks required of them. The role also supports the relationships between the ASRC, Volunteering Victoria and Educational Institutions to enable high quality volunteer and student placements.

Key Accountabilities

- Develop and maintain student and volunteer management systems within Humanitarian Services
- Planning regular recruitment of new students and volunteers to ensure consistent coverage across days and shifts.
- Coordinating and delivering (where appropriate) regular student and volunteer training and orientation sessions.
- Assessing and identifying the training needs of existing volunteers and students and implementing refresher training sessions.
- Regularly reviewing, identifying and clarifying the student and volunteer requirements (eg. requirements regarding skills, experience, numbers etc.) and responding to these needs.
- Coordinate and deliver orientation and training to staff working with and supervising volunteers to ensure the staff and volunteer experience is optimal and fulfilling.
- Where required, ongoing student and volunteer supervision, including rostering, training and regular communication.
- Work closely with other parts of the ASRC, to ensure adherence to Occupational Health and Safety standards, Food Safety Standards and other relevant legislation.
- Work closely with ASRC volunteer engagement team to improve effectiveness of volunteer recruitment and retention approaches and methods, as well as increase member volunteer recruitment and retention.
- Coordinate and deliver student and volunteer reward and recognition systems (including social and educational activities).

- Participate in conducting feedback systems (including training evaluation, annual satisfaction surveys and complaints systems).
- Support special events at the ASRC including mid and end of year parties.
- Actively support, de-escalation of client incidents, other ASRC teams with vulnerable clients, and the client incident responder roster.
- Contribute to other tasks and roles as reasonably required within Humanitarian Services, for example, administration and participating in training development.

All ASRC People Will:

- Actively contribute to and uphold occupational health and safety standards to ensure the ASRC workforce feel safe and supported at work
- Centre the rights of people seeking asylum and actively working toward bringing the ASRC vision and purpose to life
- Demonstrate the ASRC values through behaviours that contribute to a culturally safe, inclusive and respectful workplace.

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

- Proven experience recruiting, training and providing ongoing support to volunteers.
- Relevant qualification in Human Resources, Social Work, Welfare Work, Community Development or a related discipline.
- Demonstrated program coordination experience, including development of systems and processes.
- Strong organisational and time management skills.
- Demonstrated ability to have a consultative approach to decision making, while also taking ownership of decision outcomes and implementation.
- High level skills and understanding of working with culturally diverse populations and commitment to cultural inclusive practice
- Experience and understanding in the impacts of trauma, housing, mental health, child protection and family violence
- Knowledge of the policy context of practice with asylum seekers visa categories/conditions, and the barriers faced by people seeking asylum in Australia

Desirable:

- Lived experience of seeking asylum
- Bi-lingual or multi-lingual (including proficiency in English and identified community languages) in the following languages: Farsi, Tamil, Urdu, Hazaragi, Arabic or Pashto.
- Knowledge of the policy context of practice with asylum seekers, and the potential effects on people seeking asylum
- Understanding the capabilities of providing services within a hub or foyer model

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:

Last Review:

Due for Review: