

# Position Description



<b>Position:</b>	<b>Volunteer Coordinator - Humanitarian Services</b>
<b>Reports To:</b>	Humanitarian Services Manager
<b>Award Pay Level:</b>	Level 5 under the Social, Community, Home Care and Disability Services Industry Award 2010
<b>Location:</b>	Footscray VIC
<b>Date Update:</b>	September 2024

## 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, case coordination, 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 drop in case coordination services, a specialised health clinic, food security, homelessness, aid and vocational pathways services.

## Position Purpose

The Volunteer Coordinator - Humanitarian Services oversees the recruitment, orientation, and support of volunteers and student placements, as well as supporting the employees who supervise and work alongside them to deliver essential frontline services. The Volunteer Coordinator will manage volunteer and student engagement to ensure positive experiences and coordinate with stakeholders such as Volunteering Victoria and Educational institutes to maintain high standards of involvement and alignment with best practices. Additionally, the Volunteer Coordinator ensures employees understand their responsibilities in supervising and working with volunteers and students.

## Key Accountabilities

- Develop and maintain student and volunteer management systems for the Humanitarian Services Program.
- Plan regular recruitment of new students and volunteers to ensure consistent coverage across days and shifts, collaborating with the Volunteer Engagement team for recruitment campaigns.
- Coordinate and deliver regular student and volunteer service-specific training and orientation sessions aligned with role requirements in collaboration with the Humanitarian Services Manager.
- Maintain records of required and completed training by volunteers and students, scheduling and tracking refresher training sessions.
- Assess and identify the training needs of existing volunteers, ensuring they have necessary training such as MARAM, ASIST, Mental Health First Aid and Safetalk.
- Monitor and review student and volunteer workforce needs and opportunities for the program.
- Coordinate and deliver orientation and training for staff supervising volunteers to optimise the staff and volunteer experience.
- Where required, ongoing student and volunteer supervision, including rostering, training and regular communication.
- Ensure adherence to the standards, legislation and regulations governing volunteer and student roles, including Occupational Health and Safety, Privacy, Confidentiality and MARAM Standards.
- Collaborate with the Volunteer Engagement team to enhance effectiveness of volunteer recruitment and retention approaches, including member volunteer recruitment and retention.
- Coordinate and deliver Program-specific reward and recognition systems for students and volunteers, including social and educational activities.
- Contribute to organisational opportunities to enhance volunteer engagement through People and Culture initiatives and establish Program-specific feedback

systems for training and learning experience, role satisfaction and feedback/complaints.

- Support Volunteer Engagement Team with special events celebrating volunteering at the ASRC including National Volunteer Week, International Volunteers Day and end of year party.
- Actively support de-escalation of client incidents and assist other ASRC teams with vulnerable clients and client incident response..
- Contribute to other tasks and roles as reasonably required within Humanitarian Services such as Social Services Duty, administration, and representing the ASRC to external stakeholders.

### **All ASRC People Will:**

- 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**

- Proven experience in volunteer management including recruitment, training and supervision.
- Proven experience in program coordination, including the establishment of systems and processes.
- Excellent interpersonal and communication skills, adept at communicating across all levels.
- 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.
- Advanced skills and understanding of working with culturally diverse communities and commitment to inclusive cultural practices.
- Experience and knowledge on the impacts of trauma, homelessness, mental health, child protection and family violence.

### **Desirable:**

- Possess a relevant qualification in Community Development, Social Work, Human Resources or a related discipline.
- 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: