

# Position Description

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<b>Position:</b>	<b>Access and Support Coordinator</b>
<b>Reports To:</b>	Team Leader
<b>Award Pay Level:</b>	Level 5 under the Social, Community, Home Care and Disability Services Industry Award 2010
<b>Location:</b>	Refugee Resource Hub, 205 Thomas St, Dandenong (travel to ASRC Footscray as 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 Refugee Resource Hub - powered by the ASRC

Refugee Resource Hub is the most ambitious project of the ASRC that supports people seeking asylum and refugees in Southeast of Melbourne by delivering place-based holistic services: a "one-stop-shop" approach. Refugee Resource Hub in Dandenong enhances economic and social participation and improves the wellbeing of people seeking asylum and refugees. The role of Refugee Resource Hub is to create access to diverse services and programs that increase the wellbeing of people seeking asylum through social and economic participation in the South East Region.

The ASRC recognises it is part of a diverse service sector and acknowledges that no single organisation can address all the challenges of people seeking asylum. The ASRC works collaboratively, and in partnership with the community sector, local government and community leaders to develop and implement innovative community-based solutions. Our aim is to create a space that is more inclusive, empowering, adaptive and respectful for people seeking asylum, ASRC the staff and volunteers, and other service providers working within the Refugee Resource Hub under one roof.

## **Position Purpose**

Reporting to the Access and Support Team Leader, the Social Services Coordinator plays a critical role in assisting individuals and families seeking asylum by improving their social and economic participation, ensuring their well-being, and supporting them throughout the refugee status determination process. This role combines direct client support with partnership development and volunteer coordination responsibilities, supporting a dedicated team of volunteers.

## **Key Accountabilities**

- Client Support:
  - Triage and prioritise client presentations based on vulnerabilities such as risk of homelessness, mental health support, family violence and food insecurity.
  - Provide direct support to individuals seeking asylum to overcome personal challenges and address structural barriers that hinder their access to their basic human rights.
  - Assist clients in navigating the complexities of the refugee status determination process, ensuring they understand their rights and options.
  - Acting as the primary internal client de-escalation responder during service opening hours in accordance with ASRC Client Incident Management Policies
  - Supporting all service delivery teams at the Refugee Resources Hub with higher needs clients or complex presentations
- Volunteer Coordination:
  - Work closely with the Team Leader to recruit, develop, and engage a team of qualified volunteers and interns.
  - Coach and support Students undertaking their placement with the Refugee Resources Hub.
  - Provide ongoing support, training, and guidance to volunteers, helping them manage critical client interactions effectively and monitoring their record keeping and case documentation in line with service procedures.
  - Prepare and manage the volunteer roster and ensure appropriate volunteer coverage across days/ roles for the Access and Support Service.
- Outreach and Partnerships:

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- Collaborate with the Team Leader to design and implement an outreach and partnership program aimed at enhancing the overall experience of people seeking asylum.
- Build strong connections with external organisations, stakeholders, and service providers to improve service delivery for asylum seekers.
- Participating in relevant stakeholder and network meetings to represent the Refugee Resource Hub and to build knowledge and understanding of the local services to help in developing referral pathways and services directory.
- **Team Development:**
  - Assist in the development of volunteer, intern and student placement skills and ensure the team operates efficiently and effectively.
  - Support volunteers in maintaining professional and empathetic relationships with clients, addressing any challenges they may face in providing assistance.
- **Advocacy and Resource Building:**
  - Work to identify and advocate for resources or services that will further support asylum seekers.
  - Monitor and assess client progress, recommending further support or interventions as necessary.
  - Coordinate, develop and deliver information sessions focussed on empowerment and frequently requested information and support.
  - Ensure all the practices and procedures are aligned with the ASRC's policies, and procedures.
  - Work in partnership with the ASRC's programs in Footscray ensuring service alignment and continuity.

## **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 ability to work in a fast paced environment and support a high volume of complex client presentations
- Experience and understanding of undertaking triage, prioritisation and needs assessment
- Ability to undertake psychosocial assessments and crisis response.
- Experience in volunteer management, such as providing training, supervision and ongoing support to volunteers
- 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.
- Experience and understanding the impacts of trauma, homelessness, mental health, child protection and family violence.

### **Desirable:**

- Previous experience managing a volunteer team in customer service or administration
- Knowledge of the policy context of practice with people seeking asylum 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 Pashto.
- Lived experience of seeking asylum

## **Policy and screening requirements**

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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: