

Position Description



Position:	Detention Advocacy Casework Coordinator
Reports To:	Detention Casework Policy Lead
Award Classification:	Level 5 under the Social, Community, Home Care and Disability Services Industry Award 2010
Location:	Footscray VIC

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 Detention Rights Advocacy & Systemic Change Program

The purpose of this department is to bring about meaningful positive change, leverage the subject matter expertise of ASRC programs on the ground, use policy acumen, and research skills to convince decision-makers to act decisively and appropriately and fight for the rights of refugees and people seeking asylum and help them fulfill their potential.

It will also deliver within portfolio and cross-organisational strategic initiatives to deliver policy change, campaigning victories and thought leadership by integrating lobbying, policy, research, campaigning and media into one agile, powerful engine for change. This department works closely with the Refugee Leadership and Advocacy department.

Position Purpose

The ASRC is perfectly placed to drive systemic change in asylum and refugee policy given our program service delivery. The Detention Advocacy Casework Coordinator provides direct casework and, hence, will also be supported by the Detention Casework Policy Lead with additional support, supervision, case consultation on complex client issues and appropriate debriefing. The Detention Casework Policy Lead will also provide appropriate direction and support to the Detention Rights Casework Coordinator to ensure high professional standards are maintained in relation to casework documentation and appropriate case management processes.

Key Accountabilities

The Detention Advocacy Casework Coordinator will be responsible for undertaking the following duties:

- Provide casework support, advocacy and uphold the human rights of people seeking asylum and refugees detained onshore in Australia and offshore on Nauru and Papua New Guinea, in collaboration with the Detention Casework Policy Lead and volunteers Provide complex casework to high risk refugees, suicide risk assessments, critical incident intervention, and welfare checks as required;
- Ensure casenotes, data collection and other documentation and client files are up to date;
- Build and maintain networks and information sharing processes with key stakeholders including organisations and refugee advocates working around Australia;
- Attend regular internal and external meetings and conferences including community consultation meetings and other forums;
- Actively support, de-escalation of client incidents, other ASRC teams with vulnerable clients, and the client incident responder roster.
- Take a lead in volunteer management including providing training, mentoring, supervising, briefing, de-briefing and case consultation
- Participate in advocacy initiatives including responding to media requests and linking people with lived experience to the media
- Take a lead in Detention Triage response
- Manage a caseload of clients
- Support the Detention Casework Policy lead to document conditions in detention and human rights abuses
- Contribute to other tasks and roles as reasonably required within the community portfolio, for example, attending professional development and reflective practice.

All ASRC People will:

- Actively role model and lead the improvements to 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.

- Driving and embedding the ASRC values through behaviours that contribute to a culturally safe, inclusive and respectful workplace.

Selection Criteria

Essential:

- Bachelor or Masters Degree in Social Work or Psychology or related discipline
- Extensive knowledge of and demonstrated experience in advocating for the rights of people seeking asylum, particularly people in immigration detention
- Demonstrated experience in complex casework
- Demonstrated experience in suicide intervention and critical incident management;
- In depth knowledge of the refugee sector and migration processes for people seeking asylum
- Exceptional time management skills and demonstrated ability to prioritise tasks in an under resourced environment and often in stressful circumstances
- Demonstrated resilience and resourcefulness and excellent crisis and conflict management skills in similar work setting
- Excellent written and verbal communication skills
- Proficient in Microsoft Office and Google Apps

Desirable:

- Lived experience of seeking asylum

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: