

Position Description

Position:	Paralegal
Reports To:	Associate Solicitor
Classification Level:	Level 4 under the Social, Community, Home Care and Disability Services Industry Award 2010
Location:	Based at 214 Nicholson Street, Footscray. (some travel to other sites in Victoria required; the ASRC offers Flexible Working Arrangements, including the ability to work remotely)
Date Update:	August 2026

Organisational context

The Asylum Seeker Resource Centre (ASRC) is the largest aid, employment, health and advocacy organisation for people seeking asylum in Australia. We are an independent not-for-profit organisation whose programs support and empower people seeking asylum to maximise their own physical, mental and social well being through a range of direct services as well as participating in law reform, campaigning and lobbying.

About the Portfolio and Department

The Human Rights Law Program (HRLP) is the ASRC's accredited community legal centre and provides free, expert legal advice and representation to people seeking asylum at all stages of the refugee determination process. The Paralegals provide administrative support to the operations of the HRLP.

Position Purpose

The Paralegal plays a key role in ensuring the smooth day-to-day operation of clinic services, supporting Solicitors and volunteers to deliver high-quality client experience. This includes supervising volunteers in allocated tasks, undertaking general paralegal duties, and attending relevant program meetings.

Key Accountabilities

The Paralegal will bring strong knowledge of and experience in legal administration to the role, and will be responsible for:

- Liaising with clients to schedule appointments and ensure all required documents are provided in advance
- Booking interpreters for client appointments as required
- File noting completed tasks on the relevant files
- Managing clinic appointments and volunteer capacity to staff appointments
- Taking instructions from clinic solicitors and working closely with them to complete all necessary preparation for clinic appointments efficiently and accurately
- Providing assistance in others areas of the HRLP wherever possible, including paralegal tasks under supervision such as completion of forms, scheduling, and correspondence
- Supervising volunteers when performing any of the above tasks
- Manage archiving requests
- Attendance at Footscray and Dandenong offices as required
- Undertaking other duties within the program that support ongoing development of legal skills

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.
- Commit to the safety and wellbeing of all children and young people and upholds this commitment in their interactions and practice. Adhering to the Victorian Child Safety Standards.

Key Selection Criteria

Essential Skills, Experience

- Highly motivated with a commitment to excellence
- Strong administrative skills with high attention to detail and accuracy
- Demonstrated experience working as a paralegal or legal assistant, ideally within a community legal or not-for-profit setting
- Exceptional time management skills and ability to prioritise tasks in a demanding environment
- Knowledge of legal professional and ethical responsibilities relating to client confidentiality and conflicts of interest

- Strong attention to detail
- Strong written and verbal communication skills in English, including the ability to explain legal processes and concepts in plain English to clients from diverse backgrounds
- Ability to learn and apply new legal processes and procedures
- Ability to translate community legal education materials
- A flexible, collaborative approach and willingness to work as part of a team
- Strong computer/IT skills
- Ability to support, coach and mentor volunteers

Qualifications & Licences

- Bachelor Degree or similar/equivalent accreditation

Desirable:

- Lived experience of seeking asylum
- Knowledge of the policy context of practice with asylum seekers visa categories/conditions, and the barriers faced by people seeking asylum in Australia
- Demonstrated ability to work effectively and respectfully with people from diverse cultural, linguistic and lived-experience backgrounds
- Genuine interest in supporting the career development of colleagues, clients or volunteers with lived experience of seeking asylum
- Alignment with ASRC's mission and values, demonstrated through relevant volunteer, community or professional experience
- The ability to adapt and contribute to growing and developing work environments

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:
