

Position Description

Position:	Access & Intake Volunteer (Dandenong Centre)
Supervisor:	Access & Intake Coordinator
Location:	Based at ASRC Dandenong
Time Commitment & Availability:	<p>Typical commitment is 1 shift per week, from 9:45am to 3:30pm, for a minimum period of 6 months, with some flexibility.</p> <p>Please note, training for this role will take place at our Footscray Centre over four shifts within one month, scheduled on your regular volunteer day.</p>

Position Purpose

Access & Intake Volunteers support the smooth flow of clients through ASRC services by providing clear information, basic administrative assistance and effective communication between teams. Volunteers help clients understand what to expect, what documents they need and how to navigate the service safely and confidently.

About the Program: Access & Intake

The Access & Intake (Dandenong) Team provides the first point of contact for people seeking asylum accessing ASRC services. The program ensures clients feel welcomed, informed and supported as they navigate the organisation.

Organisational context

The Asylum Seeker Resource Centre (ASRC) is Australia's largest independent organization providing aid, employment, health services and advocacy for people seeking asylum. Powered by over 500 volunteers and 200 staff, we create welcoming and inclusive environments. Our organisational values are **Welcoming, Authentic, Courageous** and **Collaborative**.

Key Responsibilities

- Provide accurate information to clients to help them understand what to expect during internal and external assessments, ensuring they feel prepared and supported.
- Assist clients to identify and gather required documents by explaining what resources they need to bring for upcoming appointments.

- Maintain up-to-date client resources, including handouts, information sheets and preparation guides, to ensure consistent and accurate information is available.
- Support communication between volunteers, Humanitarian Services teams and other internal services to ensure smooth client transitions and minimal disruption.
- Use I-Case and other relevant systems to support administrative processes as directed.
- Assist with triage and administrative intake tasks to ensure accurate collection of information and effective service procedures.
- Follow all Hub Operations processes and updates as directed by supervisors to maintain consistent service delivery.
- Maintain professional boundaries and safety expectations, including following processes when supporting clients and using appropriate communication channels at all times.

What We're Looking For:

Essential:

- Commitment to the rights of people seeking asylum and ASRC values (Collaboration, Welcome, Courage, Authenticity)
- Good communication and teamwork skills
- Reliability and willingness to commit to agreed volunteer hours

Desirable:

- Prior experience in a similar role
- Lived experience as a person seeking asylum, or from a refugee background
- Knowledge of the policy context of practice with asylum seekers visa categories/conditions, and the barriers faced by people seeking asylum in Australia

The ASRC values lived experience, passion and commitment to justice and human rights for people seeking asylum over formal qualifications. You are encouraged to apply even if you do not meet every criterion.

Compliance:

Before commencing with ASRC you will be required to complete the following:

- Police Check
- Working with Children Check
- Volunteer Agreement
- Volunteer Training
- 3-Month Review Period