

# Position Description

<b>Position:</b>	<b>Client Survey Volunteer</b>
<b>Supervisor:</b>	Monitoring and Evaluation Lead
<b>Location:</b>	Based at ASRC Footscray and/or ASRC Dandenong
<b>Time Commitment &amp; Availability:</b>	Typical commitment is 1 shift per week, for a minimum period of 6 months, with some flexibility.  Shifts available are 10:30 - 4:30 pm, Monday, Tuesday, Thursday and Friday (Fridays available only in Footscray).

## Position Purpose

This role supports the PQ&I team by working closely with the Monitoring & Evaluation Lead to collect real-time feedback from members at the ASRC Footscray Centre. You will help ensure members can share their experiences safely and meaningfully, contributing to data that directly informs service improvements. The feedback gathered through this role plays a vital part in enhancing the programs and support offered across the organisation.

## About the Program: Program, Quality and Impact

The ASRC has transitioned from a needs-based model to a Human Rights Based Approach, ensuring the voices of people seeking asylum are embedded in all strategies and service delivery. Member feedback is essential to informed decision-making and helps shape services that genuinely reflect community needs and priorities. The Program Quality and Impact (PQ&I) team leads this work by gathering, analysing and applying member insights to strengthen the quality and impact of ASRC programs.

## 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

- Contact service users of the ASRC who attend the centre, to encourage their participation in providing feedback to inform service delivery.

- Gain informed verbal consent from members and support their participation as needed
- Report back to the M&E lead on survey results and progress
- Conduct data entry, data quality assurance and data analysis
- Support quality audits in the client management system data accuracy
- Support Focus Group discussions
- Collaborate to solve problems which may arise, and to improve systems and processes
- Other relevant activities as allocated by the M&E Lead

## **What We're Looking For:**

### **Essential:**

- Strong written and verbal communication skills in English and at least one relevant community language
- Ability to work independently and collaboratively toward shared goals
- Demonstrated initiative and a proactive, self-starting approach
- Capacity to listen, reflect and respond to individual experiences with adaptability and resilience
- Empathy, patience and a commitment to confidentiality
- Ability to collaborate effectively with people from diverse cultural and social backgrounds
- Competence using MS Office (Word, Excel) and general digital tools such as email and web platforms
- Accurate data entry skills and confidence with administrative tasks
- Previous customer service, call centre or research experience (advantageous but not essential)
- Commitment to the rights of people seeking asylum and alignment with ASRC values (Collaboration, Welcome, Courage, Authenticity)
- Reliability and willingness to commit to agreed volunteer hours

### **Desirable:**

- Ability to speak additional community languages, including: Farsi, Arabic, Dari, Hazaragi, Tamil, Urdu, Tok Pisin, Turkish, Russian, Hindi, Sinhalese or Pashto
- Lived experience as a person seeking asylum, or from a refugee background
- Prior experience in a similar role
- Knowledge of the policy and visa context affecting people seeking asylum in Australia
- A genuine interest in developing skills, experience and career pathways

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