

Position Description

Position:	EAL Administration Volunteer
Supervisor:	English Program Coordinator
Location:	Based at ASRC Footscray
Time Commitment & Availability:	Typical commitment is 1 shift per week, for a minimum period of 12 months, with some flexibility.

Position Purpose

The English as an Additional Language (EAL) program provides free English lessons for ASRC clients seeking asylum, four days per week at the Centre. The EAL program has played a key role in empowering members and now has the opportunity to strengthen employment pathways through the development of a work-focused curriculum and model. The EAL Administration Volunteer will play an important role in supporting the continuity of the program by providing administrative assistance to teaching staff and clients. This includes coordinating class schedules, data entry and record keeping to ensure the program operates effectively and members receive the best possible experience.

About the Program: Education Program

The Education Program is vital in supporting clients to not only realise their potential, but also build their confidence and capability. Education programs are divided into three pathways: English for Work (EFW), the Asylum Seeker Vocational Education & Training (ASVET) program, and School Support.

The EFW pathway connects members with English language classes suited to their needs and location, helping to build the language skills essential for employment and everyday life. The ASVET program enables members to access government-subsidised Skills First VET courses, including certificates and diplomas, at TAFEs, Learn Local providers, and registered training organisations. Following a significant expansion in July 2023, the program now covers all visa types and is funded to support over 1,700 participants each year. School Support provides additional assistance for members navigating the education system for their children.

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 administrative support to EAL teaching staff and clients to ensure the smooth and effective running of the program
- Maintain and update the database of client records to ensure accurate and up-to-date information is available to the team
- Coordinate class schedules and room bookings to support the efficient delivery of lessons
- Respond to queries from clients and staff via phone and email to ensure timely and accurate communication
- Audit and maintain teaching resources to ensure materials are current, accessible and well-organised

What We're Looking For:

Essential:

- Commitment to the rights of people seeking asylum and ASRC values (Collaboration, Welcome, Courage, Authenticity)
- Reliability and willingness to commit to agreed-upon volunteer hours for at least 12 months
- Strong organisational and administrative skills
- Computer literacy, including experience with database management and Microsoft Office
- Well-developed communication skills
- A proactive working style and a friendly, approachable personality

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