

Position Description

Position:	Education Engagement Administration Volunteer
Supervisor:	Education Engagement Case Coordinator
Location:	Based at ASRC Footscray
Time Commitment & Availability:	Typical commitment is one shift per week on Monday, Tuesday, and/or Thursday between 10am and 4pm. The role requires a minimum 12-month commitment, with some flexibility. Availability across multiple days is welcomed to support continuity.

Position Purpose

The Volunteer Education Engagement Support Officer assists the Education Engagement Case Coordinator in supporting clients to access education and training opportunities, and to maintain engagement with education through resource navigation and capacity-building activities. The role contributes to improving clients' understanding of education access and available support services while encouraging confidence and independence in navigating the education system.

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 clients 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 clients 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 general administrative support to the Education Engagement Case Coordinator, including preparing client files, maintaining accurate digital records, and assisting with data entry in client management systems.
- Maintain organised and up-to-date records relating to partner and stakeholder information, client participation, attendance, and follow-up appointments.
- Support scheduling tasks by booking and confirming client appointments, sending reminders, and tracking follow-up meetings.
- Assist with preparing information packs, printing and organising resources, and setting up materials for workshops, information sessions, and learner support activities.
- Support communication with clients and partners via email and phone in a timely, professional, and culturally responsive manner.
- Assist with documentation tasks, including drafting simple informational or follow-up emails, maintaining contact lists, and contributing to program materials.
- Provide practical support for workshops and one-on-one sessions by organising resources, formatting documents, and compiling information as needed.
- Handle all client information with professionalism and discretion, maintaining confidentiality at all times.
- Undertake other reasonable administrative tasks to support the effective delivery of education engagement, case coordination, and client support activities.

What We're Looking For:

Essential:

- Strong administrative skills, including data entry, record-keeping, and the ability to manage multiple tasks in an organised manner.
- High attention to detail and a commitment to accuracy.
- Confidence using common office software, email platforms, and digital tools, including client management systems.
- Clear and effective written and verbal communication skills.
- Ability to work independently and collaboratively with staff and fellow volunteers.
- A professional, respectful, and culturally sensitive approach when working with people from diverse backgrounds.
- Understanding of privacy, confidentiality, and ethical practice within the community or not-for-profit settings.
- Commitment to the rights of people seeking asylum and alignment with ASRC values: Collaboration, Welcome, Courage, and Authenticity.

- Commitment to the rights of people seeking asylum and ASRC values (Collaboration, Welcome, Courage, Authenticity)

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