

Position Description

Position:	Education Engagement Support 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

- Coordinate enrolment-related appointments by contacting clients to schedule meeting times, sending reminders and assisting with preparation.
- Support the delivery of learner empowerment activities and workshops, including study skills sessions, digital literacy support and orientation workshops.
- Assist the Education Engagement Case Coordinator in identifying education barriers and contributing to Education Goal Plans under supervision.
- Provide practical help with online enrolment portals, application processes, document preparation and form completion.
- Conduct follow-up checks with clients regarding class attendance, appointments, and access to services.
- Liaise with education providers to gather general information on enrolment procedures, documentation requirements and course details.
- Research suitable education pathways, including free or low-cost English programs, VET courses, community education options and support services.

What We're Looking For:

Essential:

- Knowledge, experience, or a strong interest in community services, education, or supporting people seeking asylum.
- Strong interpersonal and communication skills, and the ability to interact with people from diverse cultural and linguistic backgrounds in a culturally responsive manner.
- Good organisational skills and attention to detail.
- Ability to conduct basic factual research and compile and present information clearly.
- Confidence using computer systems, client management systems, and online resources.
- A genuine commitment to supporting learners with complex barriers to education, helping them build confidence and independence in accessing and engaging with education and support programs.
- 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