

Position Description

Position:	Paralegal Volunteer (HRLP Line)
Supervisor:	Legal Practice Manager
Location:	Based at ASRC Footscray
Time Commitment & Availability:	Typical commitment is 1 shift per week, for a minimum period of 12 months. Shift currently available on Monday, Tuesday, Thursday and Fridays from 10:00am - 5:00pm (onsite only).

Position Purpose

Paralegal Volunteers (HRLP Line) manage our legal reception and provide administrative assistance to our solicitors, ensuring we deliver the best service to our clients. They are the first people our clients speak with when seeking legal assistance from the Human Rights Law Program.

Paralegal tasks include but are not limited to staffing HRLP's reception, operating our phone system, liaising with clients in person or over the phone, document preparation and filing, coordinating email and post, and providing general support to the team. In return, we provide an energetic and engaging workplace with ongoing training and development opportunities.

About the Program: Human Rights Law

The Human Rights Law Program is an accredited community legal centre working within the ASRC to provide free, expert immigration legal advice and representation to people seeking asylum. The Human Rights Law Program comprises a team of full time solicitors (who are also Migration Agents) and works with a large team of volunteers to deliver holistic and innovative legal services. The program also engages in community legal education, law reform, sector capacity building and advocacy.

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

- Operate a high-volume phone line and undertake tasks that ensure the smooth operation of the Human Rights Law Program.
- Conduct short client appointments and communicate with clients face-to-face or by telephone and email, under the supervision of a solicitor.
- Coordinate the opening and closing of client legal files.
- Complete tasks for clients, including drafting correspondence, taking accurate messages, booking client appointments, and completing Department of Home Affairs, Tribunal and Court forms.
- Draft legal correspondence, such as file closure letters.
- Transcribe voice memorandums.
- Undertake research projects and provide memorandums of advice.
- General administrative duties include data management, filing and document preparation, photocopying, accurate record keeping, and receiving and processing emails and posts.

What We're Looking For:

Essential:

- Ability to commit at least 12 months to the role
- Demonstrated interest in refugee law and commitment to protecting the rights of people seeking asylum
- Ability to engage in a culturally safe and respectful way in line with ASRC values and Community Legal Centre responsibilities
- Open to guidance and feedback, and willing to learn and apply improvements
- Collaborative and flexible, able to build positive and respectful relationships with staff, volunteers, clients, suppliers and community members
- Confident and professional communicator with customer service experience and the ability to engage respectfully with diverse stakeholders
- Reliable and detail-focused with strong administrative and time management skills, able to manage both routine and varied tasks consistently
- Technical proficiency in Google and Microsoft systems, including document formatting and letter preparation, with ability to learn new systems quickly

Desirable:

- Previous experience in a legal office is favorable, although not essential.
- 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

Compliance:

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

- Police Check
- Working with Children Check
- Volunteer Agreement
- Volunteer Training
- 6-Month Review Period
- Availability is required for mandatory onsite training at ASRC Footscray on Friday 12th June from 1:30pm–4:45pm.