

Position Description

Position:	School Casework Support Volunteer
Supervisor:	School Coordinator
Location:	Based at ASRC Footscray and/or ASRC Dandenong
Time Commitment & Availability:	Typical commitment is 1 shift per week, for a minimum period of 12 months, with some flexibility.

Position Purpose

The purpose of the School Casework Support Volunteer is to support the School Coordinator in providing holistic, student-centred education support to school-aged children and young people from refugee and asylum-seeking backgrounds. This role assists with engagement, follow-ups and practical support under staff supervision. This role does not provide independent case management, but aims to provide administrative support and coordination within the education program.

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

- Support follow-up calls to families (under supervision)
- Assist in preparing student support plans and documentation
- Help coordinate referrals (e.g., tutoring, financial assistance, uniforms, excursions, CSEF-related processes)
- Support engagement of students at risk of disengagement
- Attend appointments or school meetings alongside the Coordinator (where appropriate)
- Assist in tracking case progress and updating records
- Provide practical support to families navigating school systems

What We're Looking For:

Essential:

- Background in social work, psychology, youth work, education, or community services
- Reliability and willingness to commit to agreed volunteer hours
- Strong empathy and active listening skills
- Understanding of trauma-informed and strengths-based practice
- Ability to work within clear boundaries and supervision
- Cultural sensitivity and patience, with the ability to manage emotionally sensitive situations appropriately
- Clear documentation skills
- Good communication and teamwork skills
- 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