

Position Description

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

Organisational context

The Asylum Seeker Resource Centre (ASRC) is a leading advocacy organisation for people seeking asylum in Australia. We are a values-driven organisation that strives to be part of a movement that helps people seeking asylum by providing direct services such as assistance with accommodation, food, casework, employment, education and legal services. We campaign and lobby with our sector to drive law reform and policy change.

At the heart of the ASRC strategy is the people we serve, and our commitment to ensuring that their voices of lived experience are embedded in all that we do. The ASRC exists for refugees and asylum seekers, and we are in the service of this community of people. It's important that our work and focus is led by what this community needs, expects and wants from us.

About the Program: Vocational Empowerment Pathways

The Vocational Pathways Program supports people seeking asylum to plan, access and pursue meaningful vocational (life, study and work) pathways to meet their needs, enhance their skills, and reach their goals. We enable people seeking asylum to understand and advocate for their work and study rights and options. In addition, we collaborate with external partners and service providers to improve access, equity and inclusion for people seeking asylum within the VET and Further Study sector, mainstream employment services, and the local labour market.

Position Purpose

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 and does not provide independent case management.

Key Responsibilities

- Support follow-up calls to families (under supervision)
- Assist in preparing student support plans and documentation
- Help coordinate referrals and school support letters (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
- 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
- Strong empathy and active listening skills
- Understanding of trauma-informed and strengths-based practice
- Cultural sensitivity and patience
- Clear documentation skills
- Ability to manage emotionally sensitive situations appropriately
- Commitment to the rights of people seeking asylum and ASRC values (Collaboration, Welcome, Courage, Authenticity)
- Good communication and teamwork skills
- Reliability and willingness to commit to agreed volunteer hours

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