

Position Description

Position:	School Outreach 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 Outreach Support Volunteer is to build and maintain relationships with schools, community organisations, and families to increase awareness of ASRC's School Program and improve access to education support for students from refugee and asylum-seeking backgrounds. This role focuses on engagement, communication, and community connection 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

- Assist in identifying and mapping local schools, community centres, and youth services
- Support outreach communication (emails, follow-ups, information packs)
- Attend school/community events (where required) alongside staff
- Assist in preparing presentations, flyers, and program information materials
- Maintain outreach tracking spreadsheets and contact databases
- Support referral pathway coordination between schools and ASRC
- Provide culturally responsive engagement support

What We're Looking For:

Essential:

- Background in community development, youth work, education, or social services
- Strong verbal and written communication skills
- Confidence in engaging with diverse stakeholders
- Cultural sensitivity and trauma-informed awareness
- Good organisational and follow-up skills
- Good ICT and database management skills
- Ability to maintain professional boundaries and confidentiality
- 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