Volunteer Position Description

ASRC
Asylum Seeker Resource Centre

Career Coach Volunteer – Vocational & Empowerment Pathways Program

About The Role

Career Coach Volunteers support people seeking asylum as they navigate employment pathways in Australia. This role involves one-on-one and group coaching to build confidence, identify goals, and support participants in finding meaningful work or paid internships. Volunteers empower participants to build their skills, recognise their strengths, and stay motivated throughout their employment journey.

Program: Vocational & Empowerment Pathways Program

The Vocational and Empowerment Pathways Program supports people seeking asylum to become skilled, confident, and independent job seekers in the Australian labour market. The program also develops strategic relationships with inclusive and values-aligned employers, creating pathways for participants to access real job opportunities and for employers to connect with diverse talent.

Key Responsibilities

- Facilitate one-on-one and group coaching sessions to help participants explore their strengths, set meaningful career goals, and understand local employment pathways.
- Provide tailored support with job readiness, including resume writing, job applications, interview preparation, and professional networking.
- Share tools and strategies to build workplace confidence, communication, leadership, and problem-solving skills.
- Maintain accurate and confidential records in line with program requirements.
- Work collaboratively with the VEPP team, broader ASRC community, and external stakeholders to support participants' employment outcomes.
- Contribute to the continuous improvement and success of the program by supporting other relevant tasks as needed.

Accountability

This role reports to the Employment Pathways Coordinator.

Location

ASRC Footscray

Volunteer shifts

We are seeking a volunteer who can commit to one shift per week, for a minimum of 12 months. Shift availability is on Monday, Tuesday or Thursday from 10 am – 4 pm.

What we're looking for

Essential

- Experience or confidence working with individuals facing barriers to employment, including financial, social, or language-related challenges
- Strong communication and interpersonal skills, with the ability to motivate and support adult job seekers
- Commitment to inclusion, cultural respect, and working collaboratively in diverse settings
- Ability to remain calm, adaptable, and empathetic when responding to a variety of enquiries
- Proficiency with computers and basic administrative tasks
- Understanding of the job search process, either through personal experience or professional exposure

Desirable

- Fluency in a community language (e.g. Arabic, Farsi, Hazaragi, Urdu, Tamil, Rohingya)
- Experience in recruitment, HR, or vocational education
- Students currently studying in employment, career development, or community services are encouraged to apply

Training & Requirements

- ASRC Volunteer Induction
- Signed Volunteer Agreement
- 3-Month Review Period
- Program-specific, on-the-job training

Compliance

All offers of employment, paid or voluntary, are subject to a satisfactory Criminal History Check and provision of a valid Working with Children Check prior to commencement.

About us

The Asylum Seeker Resource Centre (ASRC) is the largest aid, employment, health, and advocacy organisation for people seeking asylum in Australia. The ASRC provides a range of direct services as well as participating in law reform, campaigning, and lobbying. The human rights of people seeking asylum and refugees are at the foundation of all we do and the workforce makes it happen, doing the work to bring the vision and purpose to life.

Our organisational values are: **Welcoming, Authentic, Courageous, and Collaborative.**

For more information email volunteer@asrc.org.au.