

Position Description

Position:	Website Development Volunteer
Supervisor:	Digital Marketing Producer
Location:	ASRC Footscray (Onsite only)
Time Commitment & Availability:	Approximately 1 day per week over 6 months, or more intensive involvement over 3–4 weeks (depending on availability).

Position Purpose

The Website Development Volunteer supports the redesign of the ASRC client-facing website to improve access to clear, practical and user-friendly information for people seeking asylum. The role focuses on translating complex service information into simple, accessible content and improving overall usability, structure and user experience.

This role will contribute to strengthening how people understand and navigate ASRC services by ensuring information is clear, inclusive and easy to find.

About the Program: Brand & Marketing, and Program, Quality & Impact Program

This role will sit across the Brand & Marketing, and Program Quality & Impact teams, supporting how ASRC communicates and improves its services. Brand & Marketing focuses on clear and consistent communications across the organisation. Program Quality & Impact focuses on improving service delivery, accessibility and outcomes for people seeking asylum.

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 website updates and development using WordPress
- Translate service information into clear, user-friendly web content
- Assist with page layout, formatting and overall usability
- Help structure content so users can easily understand services and how to access them
- Test website functionality and identify issues or gaps in content
- Contribute to improving user experience and accessibility
- Ensure all work reflects a respectful, inclusive and trauma-informed approach

What We're Looking For:

Essential:

- Experience using WordPress (including page builders like Elementor)
- Ability to simplify and clearly present information
- Basic understanding of user experience and accessible design
- Strong attention to detail and ability to work independently
- Ability to take on feedback and work collaboratively
- Interest in social justice and community services
- Commitment to the rights of people seeking asylum and ASRC values (Collaboration, Welcome, Courage, Authenticity)
- Reliability and willingness to commit to agreed volunteer hours

Desirable:

- Prior experience in a similar role
- Lived experience of seeking asylum
- Knowledge of the policy context of practice with asylum seekers visa categories/conditions, and the barriers faced by people seeking asylum in Australia

Flexible arrangements will be considered for the right applicant. The role concludes upon completion of the website redesign project, or as otherwise agreed based on project needs and volunteer availability.

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