

# Position Description

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| <b>Position:</b>                           | <b>Workshop Facilitator Volunteer</b>   |
| <b>Supervisor:</b>                         | Senior Strategist   |
| <b>Location:</b>                           | ASRC Footscray  |
| <b>Time Commitment &amp; Availability:</b> | Typical commitment is 1 shift per week, for a minimum period of 12 months, with some flexibility. Available shift days are either Monday, Tuesday, Thursday or Friday, from 9:30am to 3:30pm. |

## Position Purpose

The purpose of the Workshop Facilitator Volunteer is to create a welcoming and inclusive environment for people seeking asylum as they access services. The role supports the program through respectful, person-centred engagement, building trust and connection with members. It encourages participation so members feel heard and valued, through a human-rights based approach to service delivery and access.

## About the Program: Program, Quality and Impact

The ASRC Community Portfolio within the Program, Quality and Impact Team supports people seeking asylum by providing accessible, community-centred services that promote safety, wellbeing and empowerment. The program works alongside members to strengthen resilience, build connection and ensure people have the support they need while navigating complex systems.

## 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

- Facilitate drop-in workshops using games, art, and conversation to engage ASRC members (people seeking asylum) in the waiting space
- Encourage participation and support for members to share their voices, ideas and feedback

- Create a safe, welcoming, and inclusive environment that centres lived experience and insights
- Plan and adapt simple workshop activities appropriate for diverse backgrounds and energy levels
- Build positive, respectful relationships with clients, staff, and volunteers
- Maintain clear role boundaries and refer sensitive or complex issues to appropriate staff
- Record basic feedback and insights shared during sessions
- Complete data entry and short reports on workshop outcomes
- Work collaboratively with the team to support continuous improvement
- Uphold ASRC values at all times and contribute to a trauma-informed and culturally safe space

## What We're Looking For:

### Essential:

- Strong interpersonal and communication skills, with the ability to engage people from diverse backgrounds
- Experience facilitating group activities, workshops or informal engagement sessions
- Ability to listen actively and foster inclusive, respectful conversations
- Understanding of or willingness to learn about the experiences of people seeking asylum
- Ability to plan and adapt simple, culturally safe activities to suit varying needs and energy levels
- Ability to maintain clear role boundaries and ensure conversations stay within the scope of the facilitator role
- Awareness of when to refer sensitive or trauma-related conversations to appropriate staff
- Basic data entry and reporting skills
- 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

## Compliance:

Before commencing with ASRC you will be required to complete the following:

- Police Check
- Working with Children Check
- Volunteer Agreement
- Volunteer Training