

## **2 x INTAKE & ASSESSMENT OFFICERS**

**Seeking two skilled Dari/Farsi speaking professionals with experience in conducting intake, assessment, and case management.**

**19 hours per week, working remotely**

The Refugee Council of Australia (RCOA) on behalf of the Asia Pacific Network of Refugees (APNOR) are seeking two part time Intake and Assessment Officers to support the work of the Afghanistan Crisis Helpline. The Helpline aids individuals and families in Afghanistan and Iran affected by the current crisis in Afghanistan.

APNOR is a network of refugee-led groups established in 2018. Our objective is to build a sustainable and inclusive network for refugee-led organisations in the Asia Pacific region, to set the regional agenda for refugee policy that draws on the collective voice of lived experience to influence stakeholder and decision-making priorities, and to support the development of stronger national refugee-led structures that can influence national policy reform.

RCOA is the peak body for organisations who work with and for refugees and people seeking asylum. RCOA conducts research, raises awareness and advocates on national and international issues affecting refugees and people seeking asylum.

### **The candidate we are seeking**

We are seeking two part time Intake and Assessment Officers to undertake phone assessments and referral to mental health support, legal assistance and emergency support items to refugees and internally displaced people affected by the current crisis in Afghanistan.

The successful candidates will have a deep understanding of the issues faced by refugees and forcibly displaced people.

To ensure cultural appropriateness, one female and one male Officer, both fluent in Dari/Farsi will be recruited.

The successful candidate will work 19 hours a week across multiple time zones with late afternoon and evening work hours in Australia.

The position will work remotely, and work can be undertaken anywhere in Australia. The hourly rate is A\$37.54 per hour plus relevant on costs.

Applications are encouraged from people with lived refugee experience of forced migration.

Applicants must submit a statement addressing all the Essential and Desirable Selection criteria outlined in the attached position description.

For more information, please contact us on [apnor.refugees@gmail.com](mailto:apnor.refugees@gmail.com), using the subject line: Intake and Assessment Officer APNOR.

**Applications can be made online via Ethical Jobs. Applications close at 11pm, 15 September 2021 Australian Eastern Daylight Time.**

## **2 x INTAKE AND ASSESSMENT OFFICER**

### **POSITION DESCRIPTION**

**Contract:** 19 hours per week for 6 months from September 2021 with a possibility of the contract being extended if funding permits.

**Employer:** Refugee Council of Australia (RCOA), on behalf of Asia Pacific Network of Refugees (APNOR).

**Responsible to:** The position will report to the Executive Director of the Asia Pacific Network of Refugees (APNOR).

The Two Part Time Intake and Assessment Officers will be responsible for the newly created Afghanistan Crisis Helpline which provides mental health support, referral for legal assistance and emergency support items to refugees and internally displaced people affected by the current crisis in Afghanistan.

Using a trauma informed and culturally appropriate approach, Intake and Assessment Officers will identify and assess the needs of individuals and families who contact APNOR via the crisis phone line and email. They will identify support needs and refer clients to suitable support services, maintain accurate records and participate in regular team meetings and debriefing.

The Intake and Assessment Officers will provide phone support to people in Afghanistan, Iran and Australia and will be required to work across multiple time zones with late afternoon and evening work hours in Australia. The position will work remotely, and work can be undertaken anywhere in Australia.

To ensure provision of culturally appropriate services, one male and one female Officer will be recruited.

The position holders will work as part of a collaborative team which includes staff and volunteers.

This position has been funded through the generous support of the Asylum Seeker Resource Centre.

### **Duties of the Intake and Assessment Officer**

Reporting to the Executive Director of APNOR, the Intake and Assessment Officer is responsible for:

- Conducting phone assessment of individuals and families affected by the crisis in Afghanistan.
- Providing referrals to relevant support services including mental health support, legal assistance, and emergency relief.
- Researching suitable support services and adding to APNOR's database.
- Managing a waitlist of referrals and inquiries.
- Maintain accurate records of client files and referrals.
- Supervising volunteers working on the Afghanistan Crisis Helpline.
- Participate in meetings and regular debriefing sessions with APNOR staff and volunteers in Australia, Afghanistan, and Iran.
- Assist in further development of best practice service delivery, as needed.
- Contribute to the reporting and evaluation of the Afghanistan Crisis Helpline.
- Identify and develop relationships with relevant services.
- Other project and administrative duties as required.

### **SELECTION CRITERIA**

## **Essential**

To be successful in this role, you must meet the following selection criteria:

1. Tertiary qualifications (diploma or above) in a relevant field.
2. Fluent in English and Dari/Farsi (written and oral).
3. Experience in conducting assessments, referrals, and case management.
4. Demonstrated understanding of the issues faced by refugees and forcibly displaced people.
5. Strong organisational and time management skills.
6. Excellent notetaking, report writing and computer literacy skills with well-developed Microsoft Office skills.
7. Commitment to the values and goals of APNOR.

## **Desirable:**

1. Experience supervising volunteers

## **THE APPLICATION PROCESS – ESSENTIAL INFORMATION**

For your application to be considered, you are required to:

1. Directly answer each of the above essential selection criteria.
2. Include a current resume with your application.

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