

Volunteer Position Description

Counsellor Volunteer – Client Services

About The Role:

The ASRC provides a Counselling Service for people seeking asylum, who come from backgrounds of torture, war and trauma. The Counselling Program works from a holistic, strength-based empowerment model of counselling. Volunteers in this role will provide short or long-term counselling (as appropriate) for individuals, couples and families for a small caseload of clients.

Program: Client Services

Client Services are often the first point of contact for people seeking asylum. The team advise, advocate and refer members and non-members alike about where and how to access services such as healthcare, housing, immigration, legal, social, recreational, financial, material aid, employment, education and counselling.

Stream: Humanitarian Services

The Humanitarian Services Stream exists to improve mental, physical, and social well-being of members of the Asylum Seeker Resource Centre. We safeguard basic human rights for people seeking asylum such as food, security, medical care and adequate standard of living, whilst promoting dignity, empowerment and community.

Key Responsibilities

- Provide one-on-one counselling sessions.
- Involvement in program development and promotion including: work on the counselling framework; producing promotional material for clients; information sessions for clients and stakeholders.
- Providing support to the legal triage and client services teams.
- Provide support letters as required.
- Maintain records according to legislation and agency requirements.
- Attend ASRC volunteer briefings; participate in team meetings, training and supervision.
- Other duties as requested.

Accountability

This role reports to the Client Services Program Manager.

Location

ASRC Footscray.

Volunteer shifts

This role is looking for a minimum commitment of 1 shift(s) per week, ideally for 12 months. Shifts are available Monday – Friday from 10am – 5pm, but Monday, Tuesday or Wednesday are preferred. Flexibility is possible for the right candidate.

What we're looking for

- Formal qualification in counselling, psychology, social work or family therapy.
- Minimum two years counselling experience.
- Experience in program development and/ or support.
- Strong IT skills.
- Experience working with trauma and grief.
- Demonstrated ability to work effectively with people from culturally diverse backgrounds.
- Demonstrated ability to work independently, as well as effectively as part of a team.

Training & Requirements

- ASRC Volunteer Induction
- ASRC Volunteer Agreement
- Police Check
- Working with Children Check
- 3 month review period
- Program Specific Training:
 - 2 training nights
 - Refresher training provided quarterly
 - Informal supervision, morning briefing and afternoon debriefs provided daily
 - Informal supervision, morning briefing and afternoon debriefs provided daily
 - Group supervision provided quarterly

Compliance

All forms of employment with ASRC, paid or voluntary are subject to continued compliance with our Child Safety and Reporting Policy. All or any breaches of this policy may result in disciplinary action being taken and/or the cessation of the employment contract or volunteer placements.

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 both a place and a movement. We are an independent not for profit, whose programs support and empower people seeking asylum to maximise their own physical, mental and social wellbeing. As a movement, we mobilise and unite communities to create lasting social and policy change for people seeking asylum in Australia. We are proud to be owned and run by our community of volunteers and supporters.

The ASRC employs over 100 staff and depends on over 1000 dedicated volunteers to carry out programs that support and empower thousands of people seeking asylum each year.

The ASRC programs and services sit within seven streams:

- Humanitarian Services
- Fundraising & Marketing
- Innovation Hub
- People and Services
- Advocacy & Campaigns
- Human Resources
- Finance

The ASRC's vision is that *"all people seeking asylum have their human rights upheld and receive the support and opportunities they need to live independently"*

We pride ourselves on living and breathing our values in all areas of our work – our values are who we are and guide how we operate. The ASRC values are:

- Empowerment – we work with not for people seeking asylum.
- Holistic – we collaborate to create meaningful impact: great things are achieved together.
- Human Rights – we speak up against injustice.
- Independent – we act without fear or favour.
- Innovation – we do great things with very little as we learn grow and strive for continuous improvement.
- Integrity – we are open, honest and fair.
- One Team – we work as one team, we share our challenges and celebrate our successes together.

Email volunteer@asrc.org.au for more information.