

IUC Hub Volunteer Coordinator - Position Description

This position will work for Indooroopilly Uniting Church (IUC) as part of the ASRA Consortium delivering support services to people seeking asylum and refugees in Queensland. The successful applicant will share the vision for the IUC Hub and responsibilities with flexibility, creativity, and respect for others. (ASRA is the Queensland Government's Asylum Seeker and Refugee Assistance Program).

ASRA Consortium organisations are: Communitify Qld, the lead organisation providing overall coordination of the program and housing support; Australian Red Cross providing individual and family support and managing monthly financial payments; QPASTT providing mental health support; World Wellness Group providing nurse navigation and health advocacy; Multicultural Australia providing employment support and coordinating the operations of other ASRA hubs; the Refugee and Immigration and Legal Service (RAILS) providing free legal advice and legal support coordination and Indooroopilly Uniting Church providing a range of volunteer support services related to people's journeys seeking protection.

The IUC Asylum Seeker and Refugee Support Hub:

- provides care and comfort to those who came to this land as strangers seeking safety;
- promotes the Christian values of love, forgiveness, respect and service, equality and inclusiveness; and
- acts with compassion, grace and generosity.

The Hub is responsible to the IUC Church Council, has a Steering Committee to provide strategic guidance and advice and has a Management Team overseeing day-to-day Hub operations. This position is a member of the Management Team.

The support services provided by the IUC Hub, some since 2015, include form-filling, incidental support and referral to appropriate services - legal, housing, physical health, mental health and employment support. ASRA workers delivering these specialised supports attend the hub on a weekly basis. Specialist services not included in the ASRA Consortium (eg, the International Organization for Migration - return to country-of-origin support, Services Australia - Medicare) may attend the hub through other arrangements. The Hub seeks to be a one-stop-shop and will continue to be a place of welcome, hospitality and social engagement.

Role

- To be responsible for the running of 2 weekly Hub sessions (Thursday and Saturday afternoons) at Indooroopilly Uniting Church ensuring resources, volunteers and administration support is provided for their smooth and efficient running.
- To have responsibility for the recruitment, orientation, training, rostering, debriefing and emotional wellbeing of volunteers engaged in hub activities including triage, form-filling, hospitality, set up, welfare.
- To coordinate and liaise with various support services visiting the IUC Hub ensuring appropriate spaces and access to infrastructure continues to be provided within constraints of the available facilities.
- As part of the IUC Hub team, provide clerical and administrative support relating to seeking protection, migration and associated issues
- Identify particularly vulnerable clients who are challenged by complex administrative processes and facilitate appropriate case coordination
- Attend ASRA Hub meetings regularly and report back to the IUC Hub Management Team.
- Maintain updated resources including information about referral pathways to be used by volunteers and where available, self-referrals for those attending the IUC Hub.
- Support the IUC Hub Manager as a member of the IUC Hub Management Team and undertake other tasks as determined by the IUC Hub Manager from time to time.

Selection criteria

Essential

- Previous experience working effectively within a small team but also able to operate effectively with limited supervision to manage tasks within deadlines.
- High level computer skills [email, web, word processing (including pdf editing), spreadsheets, database and administration experience with government forms or similar
- High level of communication skills both verbally and electronically with a range of stakeholders (volunteers, clients, management, other services)
- Efficient methodical attention to detail required with form preparation and all communications - written and verbal relating to the work of the Hub
- Demonstrated ability to manage schedules and rosters efficiently
- Capacity to discern the need and maintain strict confidentiality of information relating to clients and volunteers
- Willingness to work within the Christian ethos of the Uniting Church of Australia.
- Understanding of the impacts of trauma and legal and non-legal challenges to people seeking asylum and refugees
- Hold or be able to obtain a Suitability Card for Child Related Employment (Blue Card) (P).
- The successful applicant must be eligible to legally work in Australia and proof of eligibility may be requested

Highly desirable

- Cultural competency (or ability to acquire this competency).
- Experience ensuring compliance with operational processes while efficiently achieving outcomes desired for clients
- Knowledge of support networks for people seeking asylum and refugees and relevant services in Southeast Queensland and nationally

- Familiarity with the complexities of the protection visa application process and requirements of the Department of Home Affairs and Federal Courts
- Hold a current Qld Drivers Licence

Conditions of Employment:

- This is a part-time, fixed term position from 1 January 2023 until 30 June 2024, funded from the Queensland Government ASRA program through Communitify Qld and from other funds provided to the IUC for this support work. The position may extend beyond 30 June 2024 to 2025 subject to further funding being confirmed by the Queensland Government or other sources for this purpose.
- A probation period of 1 month will apply to this position
- Hourly rate of pay weekdays is \$ 44.92; \$67.38 on Saturdays - Social, Community, Home Care and Disability Services Industry Award 2010 Level 5 (1) for 20 hours a week plus superannuation, workcover and leave loading.
- The IUC Hub Volunteer Coordinator will be employed by Indooroopilly Uniting Church
- The work of the Volunteer Coordinator will be supervised by the IUC Hub Manager or as delegated.