



Brigidine Asylum Seekers Project

I was a stranger and you made me welcome

POSITION DESCRIPTION

Welcome and Intake Support Officer (Full-Time, 1.0 FTE)

Brigidine Asylum Seekers Project (BASP)

SCHADS Award – Level 4.1

ROLE PURPOSE

The Welcome and Intake Support Officer is the first point of contact for people seeking support from BASP. The role ensures a warm, respectful, and organised front-of-house experience, supports intake and onboarding processes, and reduces operational interruptions across the organisation.

This position plays a key role in enabling the CEO to balance frontline engagement with broader operational leadership responsibilities by managing day-to-day enquiries, gathering essential client information, and supporting smooth internal workflows.

The role works collaboratively within a small team of five, requiring flexibility, shared responsibility, and a willingness to step into other tasks when needed.

VALUES AND CONTEXT

The incumbent:

- Demonstrates respect for human dignity and socio-cultural diversity
- Works in alignment with BASP's aims of **Hospitality, Advocacy, Networking and Education**
- Engages warmly and respectfully with asylum seekers, colleagues, volunteers, donors, and community members
- Applies trauma-informed, person-centred practice
- Maintains confidentiality, professionalism, and clear communication
- Contributes to a collaborative, adaptable team environment

KEY RESPONSIBILITIES

1. Welcome and Front-of-House Support

- Provide a warm, respectful welcome to all visitors and callers
 - Manage front-of-house interactions, ensuring a calm and organised environment
 - Support people accessing the **BASP food bank**, including distributing food, recording collections, and coordinating with volunteers
 - Answer phone calls, take messages, and triage enquiries
 - Support people waiting by offering water, reassurance, and clear communication
 - Receive and coordinate deliveries, including food and material aid
 - Maintain a welcoming, tidy, and safe reception area
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2. Intake and Onboarding

- Listen to asylum seekers' stories to understand their needs and personalise support
 - Collect and record essential client information
 - Create and maintain client files in BASP systems
 - Schedule appointments for the CEO and staff
 - Support the onboarding process for new clients, ensuring they understand BASP processes and available supports
 - Assist with translation or communication support where possible (with interpreters as needed)
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3. Administration and Data Management

- Complete accurate data entry into BASP databases
 - Maintain up-to-date case notes and client records
 - Assist with preparing documents, forms, and correspondence
 - Manage incoming emails to shared inboxes and direct them appropriately
 - Support improvements to intake and administrative systems
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4. Operational Support

- Reduce operational interruptions by managing routine enquiries and tasks
- Support people accessing the **food bank**, including restocking, organising donations, and coordinating distribution
- Assist with coordination of food deliveries, material aid, and appointments
- Support staff with day-to-day tasks that enable smooth service delivery
- Step into other duties when needed, reflecting the flexibility required in a small team
- Collaborate with the Housing and People Support Officer, Housing and Tenancy Liaison Officer, and the Administration and Office Support Officer roles to ensure continuity of service

5. Collaboration and Teamwork

- Work closely with the CEO to ensure frontline needs are met
- Share information with colleagues to support coordinated service delivery
- Participate in team meetings, planning sessions, and reflective practice
- Contribute to a positive, supportive, and adaptable team culture

SKILLS, KNOWLEDGE AND CAPABILITIES

Essential

- Strong interpersonal and communication skills
- Ability to listen deeply and respectfully to people's stories
- High-level organisational and administrative skills
- Confidence managing front-of-house interactions
- Ability to manage competing demands in a dynamic environment
- Strong written skills, including case notes and data entry
- Ability to work independently and collaboratively

- Proficiency with Microsoft Office and client-management systems
 - Flexibility to step into varied tasks within a small team
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Knowledge

- Understanding of issues impacting asylum seekers and refugees
 - Trauma-informed, person-centred practice
 - Privacy, confidentiality, and duty-of-care principles
 - Basic understanding of community services, referrals, and support pathways
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QUALIFICATIONS AND REQUIREMENTS

Essential

- **Diploma in Community Services** (or equivalent relevant qualification)
- Experience in community services, reception, intake, or frontline support
- Strong administrative and data-entry capability
- Current National Police Check
- Current Working With Children Check
- Commitment to BASP's mission and values

Desirable

- Experience working with culturally and linguistically diverse communities
- Experience in a small, fast-paced community organisation
- Knowledge of asylum seeker support systems and services