

Position Description

Position:	Client Services Data Volunteer
Supervisor:	Senior Strategist, Service Design & Innovation
Location:	Hybrid role (both remote and onsite)
Time Commitment & Availability:	Shifts are available on Mondays or Tuesdays from 10am–4pm. We are looking for a 6–12 month commitment, with some flexibility.

Position Purpose

The Client Services Data Volunteer will play a key role in ensuring the accuracy, consistency and reliability of client records across ASRC systems. By maintaining high-quality data, this role will strengthen service delivery, improve reporting and support better outcomes for people seeking asylum.

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

- Review client files to identify errors, inconsistencies or missing information
- Verify accuracy of personal details, service usage and case notes
- Correct and update records in line with ASRC policies and standards
- Apply naming conventions, formatting rules and coding requirements
- Flag missing information or documents for follow-up
- Escalate complex issues to the appropriate team members

- Conduct quality checks on newly entered data
- Merge duplicate records and resolve conflicts
- Maintain confidentiality and uphold data security standards
- Provide progress updates and contribute ideas for improving data integrity processes

What We're Looking For:

Essential:

- Strong attention to detail and ability to identify and correct errors
- Familiarity with databases, spreadsheets or data entry systems, or willingness to learn
- Ability to analyse inconsistencies and take appropriate corrective action
- Understanding of privacy, confidentiality and respectful handling of sensitive information
- Adaptability and willingness to work with evolving processes and tools
- Clear communication skills and ability to collaborate with supervisors and team members
- Experience in data entry, data cleaning or database management
- Ability to recognise patterns or trends that may require follow-up

Desirable:

- Prior experience in a similar role
- Lived experience as a person seeking asylum, or from a refugee background
- Knowledge of the policy context of practice with asylum seekers visa categories/conditions, and the barriers faced by people seeking asylum in Australia

The ASRC values lived experience, passion and commitment to justice and human rights for people seeking asylum over formal qualifications. You are encouraged to apply even if you do not meet every criterion.

Compliance:

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

- Police Check
- Working with Children Check
- Volunteer Agreement
- Volunteer Training
- 3-Month Review Period