

Position Description

Position:	Administration and Customer Support Volunteer - ASRC Cleaning Social Enterprise
Supervisor:	ASRC Cleaning Program Manager
Location:	Based at ASRC Footscray. Flexible work arrangements available, including the ability to work from home.
Time Commitment & Availability:	commitment is 1 shift per week on a Tuesday or Friday from 10am to 5pm, for a minimum period of 12 months, with some flexibility. It is a Hybrid role that can be performed both remote and on site.

Position Purpose

In this role, you'll make an invaluable contribution to the operation and growth of the ASRC's Cleaning Social Enterprise, giving you the opportunity to directly impact the lives of people seeking asylum. You'll be providing customer service and administration support to customers and employees (people seeking asylum and refugees). Your work will contribute to ensuring we provide a high-quality and reliable service to our customers and a positive experience for our employees.

About the Program: Cleaning - Social Enterprise

The ASRC currently operates two social enterprises - ASRC Catering and ASRC Cleaning. The ASRC Social Enterprises exist to create pathways to financial independence and sustainable employment (by providing training to build skills and experience) for people seeking asylum. This volunteer role supports ASRC Cleaning.

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

- Booking and managing jobs using our online booking system

- Providing high-quality customer service, including communicating with our customers about their bookings and resolving issues
- Providing administrative support, including record-keeping of our databases
- Empowering and supporting employees (people seeking asylum)
- Documenting relevant information for successful handover to other shift volunteers
- Contributing new ideas for improving processes and operations

What We're Looking For:

Essential:

- Strong customer service and communication skills
- Demonstrable time and task management skills
- A solid understanding of Microsoft Word and Excel, with general computer skills
- An ability to work well as part of a team
- A good level of English
- Commitment to the rights of people seeking asylum and ASRC values (Collaboration, Welcome, Courage, Authenticity)
- Good communication and teamwork skills
- Reliability and willingness to commit to agreed volunteer hours

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

Note: ASRC values lived experience, passion and a genuine commitment to justice, equity and human rights for people seeking asylum - over professional experience, so please apply even if you don't think you meet all the criteria.

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

