

Position Description

Position:	Community Development Volunteer
Supervisor:	Senior Strategist, Service Design & Innovation
Location:	Based at ASRC Footscray. (Flexible work arrangements available)
Time Commitment & Availability:	This role requires a minimum commitment of one shift per week for 6-12 months. Shifts are 10am to 3:00pm (either every Monday, Tuesday, Thursday or Friday).

Organisational context

The Asylum Seeker Resource Centre (ASRC) is a leading advocacy organisation for people seeking asylum in Australia. We are a values-driven organisation that strives to be part of a movement that helps people seeking asylum by providing direct services such as assistance with accommodation, food, case coordination, employment, empowerment, education and legal services. We campaign and lobby with our sector to drive law reform and policy change.

At the heart of the ASRC strategy is the people we serve, and our commitment to ensuring that their voices of lived experience are embedded in all that we do. The ASRC exists for refugees and asylum seekers, and we are in the service of this community of people. It's important that our work and focus is led by what this community needs, expects and wants from us.

About the Program: Program Quality and Impact

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.

Position Purpose

The Community Development Volunteer plays an important role in creating a welcoming, inclusive and connected environment for people seeking asylum at the ASRC. Working

alongside other volunteers, you will facilitate informal activities such as games, art and conversation to foster a sense of belonging and encourage meaningful connections between community members while they wait for appointments. You will also support opportunities for community consultation and the co-design of services with the community.

This role supports the ASRC's commitment to centring the voices, strengths and lived experiences of people seeking asylum. Rather than providing formal support, you will create opportunities for people to participate, connect with others and share their experiences. This is a fantastic entry-level opportunity to gain practical experience in community development and cross-cultural engagement while making a genuine difference to the experience of people seeking asylum at the ASRC.

Key Responsibilities

- Facilitate informal drop-in activities including games, art and conversation.
- Create a welcoming and inclusive environment where everyone feels respected and encouraged to participate.
- Foster connections not only between yourself and community members, but also between community members.
- Listen with empathy and help create opportunities for people to share their stories, interests, and strengths in a safe way.
- Support community consultation and co-design activities.
- Maintain appropriate boundaries by ensuring conversations remain social and supportive, rather than moving into service advice, casework or trauma-related discussions.
- Contribute ideas for activities and provide feedback to your supervisor about member engagement, interests and emerging community needs.

What We're Looking For:

Essential:

- A genuine interest in supporting people seeking asylum and refugees, and a commitment to the ASRC's values.
- Strong interpersonal and communication skills, with the ability to engage warmly and respectfully with people from diverse cultural and linguistic backgrounds.
- Confidence initiating conversations and helping people feel welcome and included.
- A compassionate, non-judgemental approach and the ability to listen actively while maintaining appropriate professional boundaries.

- Understanding of confidentiality and respect for privacy.
- Reliable, punctual and able to commit to a regular volunteer shift.
- Willingness to work collaboratively, participate in training, supervision and ongoing feedback.

Desirable:

- Prior experience in a similar role
- Lived experience as a person seeking asylum, or from a refugee background

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