



Position Description

Position:	Registered Migration Agent
Reporting to:	Principal Solicitor
Location:	Epping
Date:	August 2026

Organisational Context

Whittlesea Community Connections works with the community to advocate for and deliver services, programs, opportunities and information that ensure everyone has equal access to better, fairer systems and a greater connection to the community.

WCC seeks to ensure all those who live and work in our fast growing region, including those facing disadvantage or hardship can live safe, healthy and fulfilling lives and become active, empowered and connected participants in the local community.

We help break down barriers to biased and unfair systems and services to help ensure diverse communities have equal access to the things they need to live safe and empowered lives and can make informed choices.

Whittlesea Community Connections is a community-led organisation that works to build and strengthen the community and break down barriers so that residents of all ages, disability, cultural and linguistic backgrounds, genders, sexual orientations, socio-economic status, and religious or spiritual beliefs can access information and life's essentials such as food, healthcare, jobs, justice, social support and education.

Our vision is for a thriving, resilient and connected community where everyone has a voice and equal access to the services, information and education they need to live fully.

Our strategic priorities

- Women achieve equitable life outcomes and are free from family violence
- Young people have a sense of belonging and a voice in their community
- There is equitable access to employment opportunities within a sustainable local economy
- People lead healthy lives connected to community and services
- Whittlesea is a resilient community that is empowered to protect, prepare and adapt to a changing local environment in partnership with our First Nations and diverse communities.

WCC is committed to developing an inclusive workplace that reflects the diversity of our community.

We welcome and encourage applications from all ages and genders, Aboriginal and/or Torres Strait Islander peoples, culturally and linguistically diverse groups, the LGBTIQ+ community, and people with disabilities.

Position Rationale

The Registered Migration Agent is a new role which will complement current WCC legal and settlement services, and assist with meeting unmet demand for migration services. The role will provide professional migration advice and assistance to eligible clients from refugee, humanitarian and family migrant backgrounds. Working as part of the WCC Settlement and Legal teams, alongside settlement caseworkers, lawyers and external service providers, the Registered Migration Agent supports clients to understand Australia's migration system and assists with migration-related applications, while ensuring services comply with all legislative requirements, the *Migration Act 1958* (Cth), *Australian Citizenship Act 2007* (Cth) OMARA Code of Conduct, all applicable compliance requirements set by the Office of Migration Agents Registration Authority and WCC organisational policies. The Registered Migration Agent will have input to determine WCC's target cohorts for migration services and will design, implement and be responsible for operating the WCC migration service program.

Accountability

The Migration Agent reports to the Principal Solicitor through regular support and supervision.

Overview of Duties and Responsibilities

- Undertake the overall planning, implementation and monitoring of the migration program, activities and services targeted to eligible clients.
- Provide accurate, ethical and culturally responsive migration advice to eligible clients, in accordance with legal, professional, policy and organisational requirements.
- Assess client eligibility and manage an ongoing client caseload of migration matters.
- Prepare and lodge eligible visa, Australian citizenship and Refugee Travel Document applications.
- Assist clients with family sponsorship applications and provide advice on migration pathways.
- Liaise with the Department of Home Affairs (DHA) and other Federal/State Government Authorities as required on behalf of clients.
- Maintain accurate and secure client records and case notes using WCC's electronic legal database ActionStep and ensure appropriate and accurate collection and documentation of client data for reporting in accordance with legislative and organisational requirements.
- Work collaboratively with the WCC Settlement and Legal teams to support clients' settlement and integration outcomes and make internal and external referrals as appropriate.
- Prepare and deliver community information sessions and workshops on migration and Australian citizenship.
- Review, update and maintain the Learn Local Australian Citizenship Course to ensure content reflects current legislation, policies and Department of Home Affairs requirements.

- Provide current and accurate migration and citizenship information to support participants preparing for the Australian Citizenship Test.
- Develop and maintain partnerships with internal WCC programs and external stakeholders, including key agencies, to improve service delivery and client outcomes.
- Ensure that all professional requirements, registration, statutory obligations, and standards of the migration profession are adhered to in the provision of services and attend regular professional training in relation to quality and compliance. These include compliance with the *Migration Act 1958* (Cth), *Australian Citizenship Act 2007* (Cth) OMARA Code of Conduct, all applicable compliance requirements set by the Office of Migration Agents Registration Authority and WCC organisational policies and procedures.
- Research and monitor legislative changes/proposed changes and ensure migration templates, materials and resources remain up to date.
- Contribute to program evaluation, continuous improvement and the achievement of funding and organisational objectives.
- Participate in relevant networks and community engagement work to identify needs of the community to support service delivery planning.
- Contribute to research, submissions, grant applications, advocacy and policy development relevant to the migrant services.
- Ensure quality assurance mechanisms are sustained and actively participate in internal and external audits.

Key Selection Criteria - Essential

- **Mandatory:** current registration as a Registered Migration Agent with the Office of Migration Agent Registration Authority (OMARA).
- Graduate Diploma or Graduate Certificate in Australian Migration Law and Practice (or equivalent recognised qualification).
- Demonstrated experience providing migration advice and preparing migration, Australian citizenship and Refugee Travel Document applications.
- Knowledge of Australian migration legislation, Australian citizenship requirements and visa pathways.
- Experience working in cross-cultural settings and with clients from culturally and linguistically diverse backgrounds, particularly people from refugee and humanitarian backgrounds.
- Understanding of settlement issues and the challenges experienced by newly arrived migrants and refugees.
- Demonstrated interpersonal skills, including effective communication, negotiation, verbal and written presentation skills.
- Ability to build and strengthen relationships with a diverse range of key partners, stakeholders, and specialist services to benefit clients and the organisation more broadly
- Strong case management, organisational and time management skills, with the ability to manage

competing priorities with minimal supervision.

- Ability to work independently and collaboratively within a multidisciplinary team.
- Demonstrated ability to maintain accurate records, prepare reports and use electronic client file management systems.
- Demonstrated ability to maintain confidentiality and sensitivity to legal, political, and other issues.
- Commitment to culturally safe, trauma-informed and person-centred practice.
- Well-developed and demonstrable problem solving, analysis and judgement skills.
- Motor Vehicle Drivers Licence (valid in Victoria)
- Must satisfy all visa requirements for working in Australia.

Key Selection Criteria - Desirable

- Experience delivering community education sessions or workshops on migration, Australian citizenship or settlement.
- Established networks with the Department of Home Affairs, settlement providers and multicultural organisations.
- Proficiency in a community language.
- Demonstrated commitment to social justice and an understanding of the legal and other issues that impact on people's access to justice.
- Experience working within the community, not-for-profit or settlement services sector.
- Experience contributing to program development, quality improvement, funding reports or service evaluation.

Salary and Conditions

- Conditions are in accordance with the Social, Community, Home and Disability Services (SCHADS) Industry Award 2010, Level 5.
- This position is offered as a part-time role (0.6 FTE) on an ongoing basis.
- Generous salary sacrifice arrangements, if taken up by the employee, can significantly increase the net value of the remuneration received.
- The successful applicant will be required to enter into an employment contract and undergo a National Police Check and have a current Working with Children's Check and complete child safety training.
- The worker is required to use their own vehicle for work purposes from time to time. A kilometre allowance in accordance with the award is provided.
- Occasional after hours work may be required.

People with lived experience of seeking asylum, coming to Australia as refugees or skilled migrants are encouraged to apply. People who live in Whittlesea LGA or surrounding suburbs are also encouraged to apply. To be eligible to apply for this position you must be an Australian or New Zealand citizen, permanent resident or hold a valid work permit or visa.



To discuss the position please contact Elisse Buchlak, Principal Solicitor: ebuchlak@whittleseacc.org.au
or Hiba Ayass, Multicultural Team Leader: Hayass@whittleseacc.org.au .