

Position Description

Position: Education Administration Officer Volunteer

Supervisor: Training Coordinator

Location: Based at ASRC Footscray

Time Commitment & Availability: Typical commitment is 1 shift per week, for a minimum period of 12 months, with some flexibility. Shifts available Monday - Friday, 10am to 5pm.

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, casework, employment, 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: Vocational Empowerment Pathways

The Vocational Pathways Program supports people seeking asylum to plan, access and pursue meaningful vocational (life, study and work) pathways to meet their needs, enhance their skills, and reach their goals. We enable people seeking asylum to understand and advocate for their work and study rights and options. In addition, we collaborate with external partners and service providers to improve access, equity and inclusion for people seeking asylum within the VET and Further Study sector, mainstream employment services, and the local labour market.

Position Purpose

As the Education Administration Officer Volunteer, you'll make a tangible difference opening educational pathways that change the lives of people seeking asylum. You'll gain valuable experience in community services administration, database management and client services in a supportive, values-driven environment.

The Education Program is vital in supporting people seeking asylum to not only realise their potential, but also build their confidence and capability. Education programs are divided into two pathways: English as an additional language (EAL) classes and the Victorian Training Guarantee (VTG). The VTG program enables our members to access Certificate courses that relate directly to employment opportunities.

Key Responsibilities

- Maintain accurate records in databases and computer systems
- Support Education Advisors with referral processes - receiving, recording and responding to internal referrals
- Conduct member intake and enrolment appointments
- Respond to enquiries via phone and email
- Provide assistance to drop-in clients
- Handle general administration tasks (photocopying, scanning, filing, appointment booking)
- Support other tasks as needed

What We're Looking For:

Essential:

- Proficiency in Microsoft Word and Excel
- Strong organisational skills with attention to detail
- Excellent written and verbal communication skills, and ability to liaise with training providers and other external groups
- Ability to work independently while following established procedures
- Customer service orientation with a warm, welcoming approach
- Commitment to providing accurate, quality information
- Team player who collaborates to deliver consistent service
- Strong commitment to member confidentiality

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