

Our vision

Trusted as the leading humanitarian organisation making a genuine difference in the lives of people and communities.

Our purpose

Bringing people and communities together in times of need and building on community strengths.

We do this by mobilising the power of humanity.

Our Fundamental Principles

Humanity, Impartiality, Neutrality, Independence, Voluntary Service, Unity, Universality

Our Values

We are part of a movement.



We Respect

As humanitarians, we put people first, listening to, understanding and respecting each other.



We aspire

We are curious, optimistic and we learn, because we want to do and be better.



We collaborate

We achieve our best by bringing people together on shared goals.



We stand up

We face challenges and opportunities with courage and compassion.



We deliver

We take ownership of delivering on our goals and make genuine impact.



<https://www.redcross.org.au/>

At Australian Red Cross we:

- Adhere to the seven fundamental principles of Red Cross
- Act at all times in accordance with Australian Red Cross Code of Conduct and applicable policies
- Strive to create a safe and inclusive culture with wellbeing at its centre. We embrace diversity and welcome Aboriginal and Torres Strait Islander people, and people with different lived experiences, abilities, gender, ethnicity, age, and sexual orientation. We are a child safe organisation with zero tolerance of any harm to children. Our vision is to be trusted as the leading humanitarian organisation making a genuine difference in the lives of people and communities.

Position Description

Position Title	Humanitarian Observer (casual)	Department	International Programs
Location	Flexible	Direct/Indirect Reports	Up to 6 volunteers
Reports to	Lead - Detention	Date Revised	June 2025
Industrial Award	Social, Community, Home Care and Disability Services Industry		
Award Level	4	Red Cross Job Grade	4
Job Level	Individual Contributor	Job Evaluation No:	HRC
Special Measures			

Position Summary

The Immigration Detention Monitoring Program regularly visits immigration detention facilities nationwide, to monitor treatment and conditions for people in immigration detention. The purpose of the role is to visit immigration detention facilities in order to assess the detention environment and the experiences of people in detention. This is carried out by leading a small team comprised of colleagues, volunteers and engaging with authorities managing detention facilities. Recommendations are made to authorities and other detention stakeholders during visits, based on assessment of issues of humanitarian concern identified during the visit. Internal reports are provided which contribute to regular reports submitted to the Department of Home Affairs, as part of the humanitarian diplomacy approach of Australian Red Cross to ensure a safe and dignified environment for people held in immigration detention, with respect for humanitarian needs, and in adherence to standards governing detention.

Availability to work on a casual basis with flexibility for scheduled visits during the year

Position Duties

Key responsibilities/accountabilities

- Undertake visits to immigration detention facilities and support a small team during visits to conduct assessments and information gathering based on priorities determined by the Detention Lead.
- Engage with people in immigration detention (individually and in groups), Australian Border Force and Detention Service Provider staff to monitor and assess conditions of detention and identify key issues impacting on treatment, health and welfare.
- Assess individual and systemic issues of humanitarian concern in detention.
- Document, analyse, prioritise and provide precise and comprehensive internal report to Detention Lead on observations and information regarding conditions and treatment, assessed against humanitarian needs, evidence and standards governing detention.
- Contribute, make recommendations and seek solutions to identified issues of humanitarian concern with authorities and stakeholders /service providers during visits and keep record of discussions.
- Manage individual case file updates and record of visits through the Family Links Answers (FLA) database following each visit.

- Consolidate relationships with stakeholders and maintain high level dialogue with detention authorities, detention service providers and relevant sector contacts.
- Refer issues for further research and analysis of humanitarian needs to the Detention Lead for potential follow up during future detention visits.
- Represent ARC professionally during activities and in meetings and avoid any activity that may reflect negatively on the ARC's image.
- Communicate effectively and professionally with detainees and facility staff. Ensure interactions remain respectful, non-confrontational, and within legal and ethical guidelines
- Make referrals as required.
- Mentor and support on-site training of Volunteer Humanitarian Observers and maintain appropriate administrative protocols for volunteer records.
- Act as line manager for Volunteer Humanitarian Observers during visits by providing structured visit briefing and de-briefing as well as on-site guidance during detention visits.
- Contribute to a culture of continual improvement by participating in activities and discussions relating to feedback, reviews and report development, when needed.
- Proven ability to undertake logistical preparations to ensure visit team preparation.
- Perform other duties, tasks and activities associated with this role as reasonably required by Red Cross

Position Duties (continued)

Key relationships

- Detention Lead and Protection Team colleagues
- International Directorate colleagues
- Volunteer Humanitarian Observers
- Australian Border Force and Detention related stakeholders
- Red Cross leadership at Regional, State and National level within Migration Support programs and where relevant across other program areas
- People and Culture
- External sector stakeholders, as required

Person Requirements

Key Behavioural and Technical Capabilities

- Demonstrated sound technical knowledge and expertise in the field of humanitarian issues and environment
- Demonstrated engagement skills with people who have experienced grief, loss, torture, and prolonged institutional settings.
- Ability to work under general direction from senior employees within clear objectives and budget constraints and work with and support teams and people from diverse backgrounds and create a collaborative working environment

- Ability to manage time, set priorities, plan and organise their own work and that of lower classified staff and/or volunteers
- Sound analytical skills and demonstrated ability to assess, evaluate and solve problems generally found in policies and practices.
- Ability to manage and act as a visiting team leader for team members and volunteers during detention monitoring visits
- Demonstrated ability to remain calm and professional in potentially challenging situations
- Attention to detail and ability to handle confidential information responsibly
- High level interpersonal, communication and negotiation skills; ability to work independently, constructively and strategically with authorities in accordance with Humanitarian Diplomacy approach.
- Demonstrated cultural competence and the ability to work effectively with people from diverse backgrounds.
- High level written skills and demonstrated ability to prepare timely, clear and concise reports.
- Highly organized and reliable.

Key Organisational Capabilities

- Being Resilient and Adaptable
- Building Belonging
- Being Client/ Customer Focused
- Taking Accountability

Key Technical Capabilities

- Analytical Thinking
- Facilitation Skills
- Regulatory Knowledge

Person Requirements (continued)

Experience

- Sound discipline knowledge gained through experience, training or education in humanitarian field
- Proven experience in prompt assessment of humanitarian issues of concern, formulation of problem-solving strategies and constructive engagement with authorities
- Proven experience in operating within a confidential and sensitive environment and managing highly confidential material.
- Experience working with individuals and/or families affected by migration, in transit, people who are detained, or similar setting with people experiencing vulnerability
- Experience in working diverse cultural environment
- Demonstrated capacity in clear report writing and information management.
- Understanding of Microsoft Office tools, such as Outlook, Word and Excel
- Proven ability to collaborate with others across multiple functions, internal and external.

Qualifications

- Relevant four-year degree with one-year relevant experience or three year degree with two years of relevant experience or lesser formal qualifications with substantial years of relevant experience

Wellbeing, Health and Safety

It is our vision to be harm free and committed to providing and maintaining a safe and healthy environment for volunteers, members, staff, contractors, clients, customers, and others who may be involved in our work. Our Wellbeing Health and Safety direction is aimed at building a 'safety mindset' into our daily work, assessing and reducing risk, reporting hazards and incidents, and providing Red Cross people with a positive, healthy workplace.

- Identify and understand the current and future risks involved in undertaking your role and service delivery activities, then competently manage those risks so that everyone is safe
- Comply with the Work Health and Safety management systems

Key Job Requirements

Licenses/compliance screening

Screening is required prior to commencement. Renewals may also be required during your employment in order to comply with specific contractual or legislative requirements.

A clearance to work with children	Yes
Driver's License	Yes
A clearance to work with vulnerable adults	Yes
Police check – including AFP	Yes - every 3 years
National Disability Insurance Scheme (NDIS) check	No
Influenza Vaccination	No

A clearance to work with children is required for this role as it includes direct contact with children due to the requirements of the position and/or the nature of the work environment.