

# Position Description

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## Legal Triage Coordinator

### Organisational Context

The Asylum Seeker Resource Centre (ASRC) is both a place and a movement. We are an independent not for profit, whose programs support and empower people seeking asylum to maximise their own physical, mental and social wellbeing. As a movement, we mobilise and unite communities to create lasting social and policy change for people seeking asylum in Australia. We are proud to be owned and run by our community of volunteers and supporters.

The ASRC employs over 100 staff and depends on over 1300 dedicated volunteers to carry out programs that support and empower over 3,000 people seeking asylum each year.

The ASRC programs and services sit within six streams:

- Humanitarian Services
- Fundraising & Marketing
- Innovation Hub
- People Management
- Advocacy & Campaigns
- Shared Business Services

The ASRC's vision is that *"all people seeking asylum have their human rights upheld and receive the support and opportunities they need to live independently"*

We pride ourselves on living and breathing our values in all areas of our work – our values are who we are and guide how we operate. The ASRC values are:

- Empowerment – we work with not for people seeking asylum.
- Holistic – we collaborate to create meaningful impact: great things are achieved together.
- Human Rights – we speak up against injustice.
- Independent – we act without fear or favour.
- Innovation – we do great things with very little as we learn grow and strive for continuous improvement.
- Integrity – we are open, honest and fair.
- One Team – we work as one team, we share our challenges and celebrate our successes together.

## Advocacy & Campaigns

The Advocacy & Campaigns team seeks to bring about lasting social, legal and policy change in regard to people seeking asylum. The team advocates for people seeking asylum to be treated fairly and humanely with their rights respected under international human rights law.

As part of the ASRC's Strategic Plan, a major objective is building a collaborative, diverse and effective movement that drives change to restore and uphold the rights of people seeking asylum. A key strategy to achieve this objective is to effectively engage, educate and mobilise advocates and base supporters to take action and lead change. The ASRC has undertaken important research into "Making the best case for people seeking asylum with words that work" and the findings influence all our campaigns and communications.

## Human Rights Law Program

The Human Rights Law Program (HRLP) is the ASRC's independent, not for profit Community Legal Centre. We provide free, expert legal advice and representation in relation to protection applications to asylum seekers who are at risk of persecution and human rights abuses in their home country.

The HRLP does not receive any federal government funding and works with a large team of volunteers to deliver holistic and innovative legal services. We also engage in community legal education, law reform, sector capacity building and advocacy.

## Legal Triage Coordinator

The Legal Triage Coordinator oversees access and appropriate referral for people seeking asylum in need of legal assistance. All requests for legal assistance received by the Human Rights Law Program (HRLP) are processed by the Legal Triage team. The Legal Triage Coordinator will manage a team of legal volunteers to process a high volume of requests for legal assistance, including drop in appointments, telephone advice and email requests. The Legal Triage Coordinator will work collaboratively with the HRLP team to ensure timely assessments of matters, appropriate referrals to legal assistance and access to legal assistance for asylum seekers in a rapidly changing and complex environment.

Due to the high volume of work required to manage requests for legal assistance, the Legal Triage Coordinator will only retain a small amount of ongoing casework and assist with supervising one of ASRC's legal clinics.

This role provides a unique opportunity not only to contribute to the provision of high quality legal services to people seeking asylum but to also play a part in training and developing the next generation of human rights lawyers in Australia. You will have the chance to work in a team of 10 incredibly committed staff and over 200 volunteers on one of the most contentious and complex human rights issues in Australia.

## Key Responsibilities

- Coordinate and oversee all requests for legal assistance made to the Human Rights Law Program

- Provide accurate and timely advice on a range of legal matters at all stages of the refugee determination process.
- Develop, review and maintain effective systems and processes for efficiently coordinating inquiries and follow up in a high volume legal service
- Train and supervise a team of legal triage volunteers to conduct preliminary assessments for efficient referral to appropriate legal assistance
- Identify trends and ensure effective data collection to identify emerging issues in new presentations to the program
- Review and maintain intake processes and procedures, updating as required to address new barriers, inefficiencies and areas of critical need
- With the HRLP Manager, regularly review intake policies to ensure access to justice for asylum seekers in a rapidly changing and complex environment
- Supervise legal clinics (outside of office hours) where required
- Participate in planning and team meetings with the HRLP team
- Undertake rostered duties, such as phone advice and duty lawyer services as required

#### Other

- Work within ASRC values and behaviours
- Occupational Health & Safety

### Accountability

The Legal Triage Coordinator is accountable to the Principal Solicitor for the fulfillment of requirements outlined in this job description. As is the case with all staff (paid and unpaid), ultimate accountability is to the ASRC CEO and Board.

### Location

This role will be located at the ASRC Head Office in Footscray.

### Hours of work

The position is a full-time, 5 day per week position.

### Key Selection Criteria

#### Essential:

- Solicitor with current Victorian legal practicing certificate and migration agent registration (or eligibility to obtain registration)
- Demonstrated experience and knowledge in refugee law and practice, or capacity to learn
- Demonstrated ability to develop, review and maintain efficient and accessible intake and workflow systems and processes in a high demand environment
- Highly proficient in statistics/data collection and Microsoft Office

- Exceptional time management skills and demonstrated ability to prioritise tasks in an under-resourced environment
- Ability to train, develop and supervise students and/or volunteers
- Ability to contribute ideas to continuously improve service delivery in a rapidly changing environment and demonstrate initiative and flexibility
- Willingness to undertake work offsite in places such as immigration detention centres and partner law firms

Desirable:

- Experience working within a community legal centre
- Experience in working with people from culturally and linguistically diverse backgrounds
- Demonstrated commitment to the principles of social justice
- Current driver's license

### Salary & conditions

This position is offered as a full-time position. It will be an initial 12-month contract and then ongoing position (subject to satisfactory work performance).

The ASRC offers an exceptional salary package equating to around \$75K per annum, with a base of \$70,000, up to \$15,899 per annum salary packaged, plus employer's superannuation contribution and annual leave loading. Employment entitlements and benefits also include:

- Additional Meals and Entertainment Salary Packaging
- 1 Rostered Day Off every month
- 4 weeks annual leave with 17.5% leave loading per annum
- 2 additional weeks paid bonus leave at Christmas (at times determined by the ASRC)
- Generous personal & compassionate leave
- 12 weeks paid parental leave (after 12 months service)
- Free lunch daily
- Car and bicycle parking available
- Professional Development

All forms of employment with ASRC, paid or voluntary are subject to continued compliance with our Child Safety and Reporting Policy. All or any breaches to this policy may result in disciplinary action being taken and/or the cessation of the employment contract or volunteer agreements.

**All offers of employment are subject to a satisfactory Criminal History Check and provision of a valid Working with Children Check prior to commencement.**

### Application Procedure

All applications must address the Key Selection Criteria; include a CV and three professional referees. Only applications addressing the key selection criteria will be considered.

#### **Applications close 13<sup>th</sup> March 2017**

Please apply via the ASRC website: <https://www.asrc.org.au/about-us/people-at-asrc/careers/>

Please refer to the Asylum Seeker Resource Centre website (<http://www.asrc.org.au/>) for further organisational information.

For enquiries regarding this position, contact Tanya Thorpe, HR Manager [recruitment@asrc.org.au](mailto:recruitment@asrc.org.au) or 03 9326 6066.

**People from asylum seeker and refugee backgrounds are highly encouraged to apply.**