



Volunteer Position Description

Social Work Volunteer – Client Services

About the Role

The ASRC is seeking qualified social workers, caseworkers and psychologists, to assist in our General Access and Client Services programs.

Volunteers are responsible for intake assessments, providing information, referrals, casework and other support to people seeking asylum. This includes people who are experiencing mental health issues, housing challenges, family violence and involuntary repatriation.

Program: Client Services

Client Services are often the first point of contact for people seeking asylum. The team advise, advocate and refer people seeking asylum about where and how to access services such as healthcare, housing, immigration, legal, social, recreational, financial, material aid, employment, education and counselling.

Key Responsibilities

- Intake and assessment
- Crisis intervention
- Support plans
- Referrals
- Internal and external
- Information provision
- Telephone support work
- Advocacy
- Other duties as requested

Accountability

This role reports to the Client Services Volunteer Coordinator.

Location

ASRC Footscray

Volunteer shifts

This role is looking for a minimum commitment of **1 shift per week on Fridays 10am - 5pm** there is currently no flexibility for after business hours or weekends.

The minimum commitment for this position is **12 months**, if you are currently looking for full-time work or will be in the next 12 months then this role would not be suitable.

What we're looking for

Essential

- Tertiary Qualifications in (or currently in final year of studying) Social Work, Welfare Work, Youth Work, Community Development, Counselling or related fields.
- Employment, volunteer or study placement experience with case management. • Experience responding appropriately to clients with high needs, challenging behaviours and/or those who present in crisis.
- Excellent verbal and written communication skills.
- Strong administrative and organisational skills, including familiarity with Google Workplace and Microsoft office Suite.
- Completed 1 x student social work placement or have client facing experience working with clients with complex needs.

Desirable

- Experience in maintaining accurate and up-to-date casenotes and client records. • Experience in assessment, triage and crisis intervention in a Community/Welfare/Health setting.
- Demonstrated ability to work effectively with people from culturally diverse backgrounds.
- An understanding of the needs and political context of asylum seekers, particularly those who have been in immigration detention.

Please confirm you have availability on Fridays as part of your application.

Training & Requirements

- ASRC Volunteer Induction
- Volunteer Agreement
- Compliance with ASRC COVID-19 Vaccination Policy
- Police Check
- Working with Children Check
- On-site training and/or work for home checks
- Program Specific Training:
 - 2 evening trainings
 - Refresher training provided quarterly
 - Informal supervision, morning briefing and afternoon debriefs provided daily
 - Group supervision provided quarterly

Compliance

All offers of employment, paid or voluntary, are subject to a satisfactory Criminal History Check, compliance with ASRC COVID-19 Vaccination Policy and provision of a valid Working with Children Check prior to commencement.

About Us

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.

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:

- Welcoming
- Authentic
- Collaborative
- Courageous

For more information email volunteer@asrc.org.au