

VOLUNTEER POSITION DESCRIPTION

Administration and Research Volunteer

A. Overview of organisation

Refugee Legal (previously the Refugee & Immigration Legal Centre Inc (RILC)) is an independent community legal centre specialising in refugee and immigration law, policy and practice. Refugee Legal has been assisting asylum seekers, refugees and disadvantaged migrants in the community and in detention for over 26 years and has substantial casework experience and expertise. Refugee Legal's work involves provision of key legal assistance to those who could not otherwise obtain it due to financial and other forms of distinct disadvantage often related to their cultural or linguistically diverse backgrounds or experiences of torture or trauma. Each year Refugee Legal assists over 5,000 people. Refugee Legal also conducts extensive law reform, advocacy and education programs.

B. Duties and Responsibilities

Refugee Legal's Research and Administrative volunteers (RA volunteers) come from a variety of disciplines and backgrounds. RA volunteers provide assistance to Refugee Legal staff and Migration Agent volunteers. The RA volunteer's responsibilities are to:

- Conduct detailed research to provide specific country information as requested, both at Refugee Legal and offsite;
- Attend night service in order to staff the intake of clients, complete paperwork, photocopying and ensure security of the reception areas;
- Attend weekend and weekday clinics to provide administrative support to the staff and other volunteers;
- Assist staff general administrative duties;
- Send correspondence to organisations and clients.
- Assist to pre-fill forms for visa applications to the Department of Immigration and Border Protection
- Meet in person with clients and interpreters to confirm application details
- Migrate and manage data between application forms and versions of forms
- Read through existing client files and identify information that may be relevant to the application forms
- Read previous statements to clients and collect any further information
- File, photocopy and update relevant spreadsheets
- Keep detailed file summaries and maintain files in reverse chronological order

C. Selection Criteria

Essential attributes

1. A strong interest in social justice and human rights, particularly refugee and asylum seeker rights;
2. Solid research and analytical skills;
3. An ability to write clearly and express complex ideas succinctly ;
4. Capacity to pay close attention to detail while working in a fast-paced environment and juggling multiple tasks;
5. An ability to follow instructions and complete tasks to deadlines;
6. A basic understanding of administration and administrative processes including word processing, organisational skills, basic computer skills, a good phone manner and familiarity with data collection;
7. A sensitivity to clients from a variety of backgrounds and a willingness to communicate openly with them and welcome them to Refugee Legal;
8. A flexible attitude and willingness to take on new tasks when requested

D. Accountabilities

1. Complete research requests efficiently and autonomously and email them directly to the volunteer coordinator by the required date.
2. Attend night service, clinics or other Refugee Legal services if rostered on to do so.
3. Communicate availability to the volunteer coordinator in a timely manner.
4. Prior to acceptance as a RA volunteer, all applicants must attend an induction session and any further training required for position specialisation (Night Service, on site work or Clinics).
5. Accept and respond to feedback about performance in the role.
6. Disclose any conflict of interest that might
7. Refugee Legal volunteers are subject to relevant Refugee Legal policies set out in the Refugee Legal Volunteer Handbook, including volunteer policies, equal opportunity, internal complaints, Occupational Health and Safety and accident and incident management.
8. Refugee Legal volunteers are required to maintain confidentiality of client information and all other information relevant to Refugee Legal volunteering as per Confidentiality Agreement.
9. Refugee Legal volunteers are required to declare any perceived or actual conflict of interest related to current, or past employment or volunteer role. This will be reviewed by the Volunteer Coordinator in conjunction with a senior manager and decision will be made based on individual cases.
10. All volunteers are required to pass a professional reference check.
11. A minimum 6 month commitment to your role with Refugee Legal.

All administrative volunteers are required to attend an information session at Refugee Legal offices. Generally, Refugee Legal volunteers begin by conducting offsite research unless otherwise specified during recruitment. Training for night service and onsite work is offered to volunteers as positions become available on our roster.

Date Reviewed: 17/02/2016 | Date of next Review: 17/06/2016

Signed

Date