VOLUNTEER POSITION DESCRIPTION
Registered Migration Agent or Lawyer

A. Overview of organisation

Refugee Legal 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 33 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.

Duties and Responsibilities

As a volunteer Migration Agent or Lawyer, you will be required to amongst other tasks to perform the following:

- Work under the supervision and comply with directions given by Refugee Legal supervisors to ensure the provision of high quality immigration advice and assistance;
- Conduct client interviews;
- Take client instructions;
- Ensure that detailed file notes are taken of the issues presented by clients and the advice given;
- Assist and advise in relation to visa criteria and requirements;
- Assist to complete of forms for visa applications to the Department of Home Affairs;
- Assist and advise about lodgement of review applications;
- Assist with applications for fee waiver on grounds of financial hardship;
- Assist with preparation of statements/letters/submissions providing further information for consideration in migration matters;
- Provide advice over the phone to clients;
- Conduct detailed research to provide specific country information as requested, both at Refugee Legal and offsite;
- Undertake ongoing casework for pro bono cases when required; and
- Provide referrals to specified agencies.

B. Accountabilities

1. Communicate availability to attend Night Service, Clinics, training or other Refugee Legal services to the Volunteer Coordinator in a timely manner.
2. Accept and respond to feedback and comply with all directions given by Refugee Legal staff about the performance of the volunteer role.
3. All Migration Agents are responsible for the completion of their OMARA registration and the associated costs incurred (volunteer registration is $160 for initial registration and $105 per annum for reregistration).
4. All lawyer volunteers are responsible in obtaining and holding a current practising certificate.
5. Volunteers are required to notify OMARA and the Legal Services Board (where applicable) of the commencement or discontinuation of their volunteer role with Refugee Legal.
6. Prior to acceptance as a Migration Agent or lawyer volunteer, all applicants must attend an information session, pass a selection interview and participate in any further training required for specific positions (Night Service, on site work or Clinics).

Defending the rights of refugees.

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7. Refugee Legal volunteers are required to maintain confidentiality of client information and all other information relevant to Refugee Legal volunteering as per the Refugee Legal Confidentiality Agreement.
8. 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 decisions will be made about your ability to volunteer based on individual cases.
9. Refugee Legal volunteers are subject to relevant Refugee Legal policies including; all volunteer policies, equal opportunity, internal complaints, Occupational Health and Safety and accident and incident management.

C. Selection Criteria

Essential attributes
1. Migration Agent volunteers: Eligibility for OMARA registration by; holding a current legal practising certificate (voluntary or otherwise) issued by an Australian body authorised by law to issue it or have completed the Graduate Certificate in Australian Migration Law and Practice and passed the 'common assessment items relating to registration', which forms part of the certificate.
2. Lawyer volunteer: All lawyer volunteers must hold a current legal practising certificate (voluntary or otherwise) issued by an Australian body authorised by law.
3. Willingness to work under supervision of Refugee Legal staff including taking direction and feedback.
4. A strong interest in social justice and human rights, particularly refugee and asylum seeker rights and policy in Australia.
5. Ability to take instructions from clients and keep accurate and concise file notes.
6. A sensitivity to the highly vulnerable nature of clients and a willingness to work with people from a variety of backgrounds.
7. Good verbal and written communication skills.
8. Willingness to work with interpreters either face to face or over the phone.

Other information

1. Acceptance of a volunteer into the Refugee Legal program is subject to a National Police Check (conducted at the volunteer's own cost) and professional reference check. Volunteers are required to maintain their OMARA registration and practising certificate and provide copies of these to the Volunteer Coordinator. Refugee Legal volunteers are also required to disclose any criminal charges or findings of guilt that arise while volunteering and submit to regular police checks if required.
2. Refugee Legal requires a minimum 1 year, fortnightly commitment from all volunteers. If volunteers register with OMARA through Refugee Legal processes, this date is registered as date of acceptance by OMARA.
3. Volunteers who attend Refugee Legal at least fortnightly are automatically eligible for all Continuing Professional Development (CPD) sessions offered by Refugee Legal. Alternatively, eligibility for CPDs is at the discretion of the Volunteer Coordinator.

Date Reviewed: 23/12/2021 | Date of next Review: 23/06/2022

Signed

Date