

# VOLUNTEER POSITION DESCRIPTION

## Practical Legal Training

### 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 34 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.

### B. Duties and Responsibilities

Refugee Legal aims to educate those entering the legal profession in immigration, citizenship and refugee law, policy and procedures. Our PLT program enables students to work under supervision to:

- Conduct detailed research into country information relevant to client cases;
- Fill in forms related to visa applications to be submitted to the Department of Home Affairs;
- Interview clients with onsite or telephone interpreters to confirm application details;
- Draft correspondence, submissions, declarations, statements and forms;
- Read through client files and identify information that may be relevant to the application forms;
- Where possible, participate in the client intake process, including shadowing a supervising lawyer during our telephone advice service, attending Monday Night Advice Service and Tuesday's casework meeting;
- Assist supervisors in general administrative duties;
- Send correspondence to organisations and clients on behalf of supervisors;
- Read statements back to clients and collect any further information;
- Where possible, attend hearings, Department of Home Affairs interviews and other external meetings;
- Where possible, attend client meetings in prison and detention;
- File, photocopy and update relevant spreadsheets and databases; and
- Keep detailed and accurate file notes and records of interactions.

## **C. Selection Criteria**

Essential attributes:

1. A strong interest in social justice and human rights, particularly refugee and asylum seeker rights;
2. Very strong research and analytical skills;
3. An ability to write clearly, express complex ideas succinctly and reference using AGLC;
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 meticulously and complete tasks to deadlines;
6. A high level understanding of administrative processes, including word processing and basic computer skills, organisational 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; and
8. A flexible attitude and willingness to take on new tasks when requested.

## **D. Accountabilities**

1. Complete assigned tasks efficiently and autonomously, ensuring there is an accurate record of all activities undertaken;
2. Commit to a minimum of 3 days a week for 1 month;
3. Communicate availability to the volunteer coordinator and assigned supervisor in a timely manner;
4. Accept and respond to feedback about performance in the role;
5. Prior to acceptance, all applicants must complete a selection interview;
6. Refugee Legal volunteers are subject to relevant Refugee Legal policies including volunteer policies, equal opportunity, internal complaints, Occupational Health and Safety and accident and incident management;
7. Refugee Legal volunteers are required to maintain confidentiality of client information and all other information relevant to Refugee Legal volunteering as per Confidentiality Agreement;
8. Refugee Legal volunteers are required to declare any perceived or actual conflict of interest related to any current or past employment or volunteer role. This includes any conflict that might arise during the course of volunteering. This will be reviewed by the Volunteer Coordinator in conjunction with a senior manager and a decision will be made based on the individual case;
9. All volunteers are required to pass a professional reference check; and
10. Volunteers are required, where requested, to undertake a police check.

Date Reviewed: 09/03/2023

Date of next Review: 09/03/2023

Signed:

Date: