

Refugee Legal:

VOLUNTEER POSITION DESCRIPTION

Paralegal Volunteer

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 37 years and has substantial casework experience and expertise. Refugee Legal's work involves the 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

1. Work under supervision of the Volunteer Coordinator and Refugee Legal solicitors.
2. In compliance with Refugee Legal's research guide, conduct detailed legal research including specific country information, ART summaries and broad legal research.
3. Assist staff in general administrative duties including but not limited to, filing, photocopying and updating relevant spreadsheets and databases.
4. Draft correspondence to organisations and clients.
5. Fill in forms related to visa applications to be submitted to the Department.
6. Meet in person or over the phone with clients and interpreters to confirm application details.
7. Migrate and manage data between application forms.
8. Read through existing client files and identify information that may be relevant to the application forms and collect any further information.
9. Read previous statements to clients and collect any further information.
10. Complete transcripts in provided template.
11. Keep detailed and accurate file notes and records of all interactions.

C. Selection Criteria

Essential attributes

1. A strong interest in social justice and human rights, particularly refugee and asylum seeker rights.
2. Excellent research and analytical skills with the ability to write clearly, express complex ideas succinctly and reference using AGLC.
3. Excellent attention to detail and an ability to work in a fast-paced environment while juggling multiple tasks to deadlines.
4. An ability to follow instructions meticulously, accept and implement constructive feedback.

Refugee Legal:
Defending the rights
of refugees.
Refugee & Immigration
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5. 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.
6. Excellent written and communication skills. Including the ability to communicate with clients from a variety of backgrounds with the assistance of interpreters.
7. A flexible attitude and willingness to take on new tasks when requested.
8. Ability to commit to a minimum of one shift a week for one year.

D. Accountabilities

1. Complete assigned tasks efficiently and autonomously and ensure there is an accurate record of all activities undertaken.
2. Attend allocated volunteering shift.
3. Communicate availability to the Volunteer Coordinator in a timely manner.
4. Prior to acceptance as a paralegal volunteer, all applicants must attend an information session and any further training required for position specialisation.
5. Accept and respond to feedback about performance in the role.
6. Refugee Legal volunteers are subject to relevant Refugee Legal policies including volunteer policies, equal opportunity, internal complaints, occupational health and safety, accident and incident management.
7. Refugee Legal volunteers are required to declare any perceived or actual conflict of interest related to 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 decision will be made based on individual cases.
8. Maintain confidentiality of client information and all other information relevant to Refugee Legal volunteering as per Confidentiality Agreement.
9. A minimum one year weekly commitment is required for all day positions.

All volunteers are required to attend an information session at Refugee Legal offices, pass a professional reference check and where requested, undertake a police check (conducted at the volunteer's own cost).

Date Reviewed: 02/01/2025 | Date of next Review: 02/06/2025

Signed

Date