

# Refugee Legal:

## Position Description: Non-legal Caseworker (0.6 EFT) (One Year)

### **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 legal casework experience and expertise. Refugee Legal's work involves the provision of key legal assistance to people 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. Refugee Legal also conducts extensive law reform, advocacy and education programs.

### **B. Position Summary**

The non-legal caseworker will work to support the increasing number of vulnerable clients, particularly women who experience family violence, who come to us with a range of complex non-legal needs.

The non-legal caseworker will work alongside our legal team to combine social supports with expert legal assistance to:

- help address the pressing and complex non-legal issues faced by these vulnerable clients;
- ensure that clients are connected to the non-legal services they need;
- ensure that clients can properly engage with the legal process; and
- better utilise legal resources and create a more efficient legal service.

The non-legal caseworker will play a critical role in referring these particularly vulnerable clients to many of the wide-ranging non-legal essential support services they require, including referral to counselling services, housing support organisations, medical services and others as required.

The role of the non-legal caseworker will not include ongoing case management of clients.

### **C. Duties and Responsibilities**

- Refer clients to non-legal services, including medical, psychosocial, housing, welfare and income support services.
- Maintain up to date referral information.
- Respond to clients in crisis situations as required.
- Attend relevant meetings, including staff meetings, planning meetings and relevant network meetings.
- Develop and maintain relationships with key referral agencies, community groups and services and other relevant supports in the community.
- Collate referral data and provide regular updates and reports to Refugee Legal management team and at relevant meetings.
- Maintain appropriate data on client database.

## **D. Selection Criteria**

### **Qualifications**

- A tertiary level qualification in a relevant discipline (e.g. human services, allied health).

### **Essential attributes**

- At least 3 years of experience as a non-legal caseworker (or similar role) in the area of people seeking asylum/settlement or related human services sector.
- Demonstrated experience working directly with asylum seekers, refugees and clients from CALD background, including those affected by family violence, mental health problems or those involved in the criminal justice system.
- Knowledge of support services and linkages available in the community for people seeking asylum, refugees and vulnerable migrants and in particular for women who experience family violence.
- Demonstrated ability to develop stakeholder relationships and work collaboratively in a welfare/health/community sector, to further develop relevant and up-to-date referral information and resources.
- Demonstrated/proven ability to undertake psycho-social and risk assessments in relation to a range of issues including family violence and mental health; effective referral and advocacy skills.
- Demonstrated experience in crisis intervention and an ability to provide appropriate, trauma-informed support.
- Demonstrated ability to work collaboratively and as part of a team and in cooperation with others.
- Effective interpersonal, cross cultural communication and client advocacy skills and ability to liaise and collaborate with service providers, client communities and volunteers.
- Demonstrated skills in the use of a range of computing applications, including Outlook, Word Excel and PowerPoint and ability to embrace new technologies.

### **Desirable attributes**

- Sound understanding of Federal and State policies related to immigration and people seeking asylum including eligibility for faith-based, welfare and health services.
- Proven familiarity with and experience in working as a staff member and/or volunteer in a non-profit community sector setting as part of a small team, including demonstrated ability to work both collectively and, where necessary, with initiative and self-reliance.
- Experience working in a legal or other multidisciplinary setting.

## **E. Employment Conditions**

**Location:** Collingwood office, or elsewhere as required, including working from home, regional Victoria and interstate.

**Hours:** This is a part-time position, 3 days per week, working across Monday to Friday, 9.00 am to 5.00 pm.

**Salary:** Salary range is negotiable, depending on qualifications and experience, plus superannuation. Attractive salary packaging benefits are also available.

**Conditions:** The position is a part-time position for a one-year period. There will be a 6-month probationary period. Refugee Legal is an Equal Opportunity Employer.

**Application Process:** written applications must address the selection criteria and be received by 5:00pm Monday 8 August 2022. Applications should be addressed to "The Executive Director", marked "Private & Confidential", and sent by email to [linda@refugeelegal.org.au](mailto:linda@refugeelegal.org.au).