

# Position Description - Detention Rights Advocacy Program Casework Coordinator



<b>Position:</b>	Detention Rights Advocacy Program Casework Coordinator
<b>Reports to:</b>	Detention Rights Advocacy Program Manager
<b>Employment Type:</b>	Fixed-term to 31 December 2020, part-time (0.8 FTE)
<b>Award Pay Level:</b>	Level 5 under the Social, Community, Home Care and Disability Services Industry Award 2010
<b>Location:</b>	Based at 214 Nicholson Street, Footscray  (some travel to other sites required; the ASRC offers Flexible Working Arrangements, including the ability to work remotely)

## Organisational Context

The Asylum Seeker Resource Centre (ASRC) is a leading advocacy organisation for people seeking asylum. We are a values-driven organisation that strives to be part of a movement that helps people seeking asylum by providing direct services such as assistance with accommodation, food, casework, employment, education and legal services. We campaign and lobby with our sector to drive law reform and policy change.

## Program Information

The Detention Rights Advocacy Program (DRAP) focuses on individual and systemic advocacy for people in Onshore and Offshore detention (Nauru and Papua New Guinea). This includes individual intervention, referral and support, private and public advocacy strategies for groups and individuals, dealing with media requests, highlighting conditions of detention, assistance with complaints to human rights and other complaints bodies and support for strategic litigation.

## General Responsibilities

### **Volunteer induction, training, capacity building, mentoring & task-focused supervision**

- Assist in volunteer engagement and recruitment processes
- Contribute to the development and delivery of regular induction, training and capacity building with new DRAP volunteers and on-going refresher training as required
- Daily task supervision to volunteers including problem solving, training, and the provision of information and resources in order for volunteers to provide casework and other support

- to ASRC members
- Support volunteers to conduct risk assessments; advocate and liaise on behalf of members;
- provide psycho-education to individuals and families; provide internal and external
- referrals, including to other asylum seeker services and mainstream services; maintain
- clear, accurate, detailed and succinct case notes, letters and reports
- Support the compilation and dissemination of key messages at daily briefings to update
- volunteers on important news relating to their daily work
- Conduct 8 weekly task-focused supervision with allocated volunteers ensuring all
- supervision forms and documents are completed; raise any issues of concern with the
- DRAP Manager

### **Monitoring and Evaluation and reporting**

- Fulfill all data collection and reporting requirements as determined by the ASRC including:
  - o Ensure all client records are up to date and accurate
  - o Contribute to the recording of monthly statistics, and additional statistics to ensure the program trends and numbers are clearly understood
  - o Support the DRAP Manager to report (monthly and annual) on the program outcomes, needs, news-stories with high attention to detail to share internally and externally

### **Team meetings and team work**

- Attend regular internal and external meetings and conferences including community consultation meetings and other forums;
- Actively contribute to team meetings, individual supervision, staff professional development activities and reflective practice in a constructive and pro-active manner
- Actively prepare for team meetings, individual supervision, staff professional development activities and reflective practice
- Contribute to high team morale through sharing the workload, positively engaging and supporting other team members, and in ensuring deadlines and work committed to are completed as promised

### **Project work**

- Participate in relevant program or advocacy projects as directed by DRAP Manager
- Support with coordinating the follow up of urgent tasks
- Adhere to, and improve upon, the overall DRAP systems and processes including:
  - o Contributing ideas towards best practices in referrals, intake, allocation, wait list management, reviews
  - o Outlining process or systems issues and making tangible constructive suggestions towards improvements and greater efficiencies
  - o Actively building upon system and process documents, manuals and resources to support the team
  - o Support the implementation of relevant practice frameworks
  - o Engage in sector networking, advocacy, campaigning and lobbying around particular issues, as directed by the DRAP manager

## Specific Duties

The Detention Casework Coordinator will be responsible for undertaking the following duties:

- Ongoing casework support and advocacy for the rights of refugees and people seeking asylum and refugees detained in Australia and on Nauru and Papua New Guinea, in collaboration with the DRAP Manager and other team members
- Manage intake and triage of complex and critical client referrals
- Complex casework, critical incident intervention and suicide risk assessments with clients as required
- Ensure casenotes, data collection and other documentation and client files are up to date;
- Coordinate appropriate referrals to the Human Rights Law Program, other external legal and non-legal organisations
- Collect and provide accurate information to the DRAP Manager and the Advocacy and Campaigns team to form effective campaigns and advocacy around systemic issues faced by people in detention and offshore
- Build and maintain networks and information sharing processes with key stakeholders including organisations and refugee advocates working around Australia
- Other duties as required.

## Selection Criteria

### Essential:

- Extensive knowledge of and demonstrated experience in advocating for the rights of people seeking asylum, particularly people in immigration detention
- Demonstrated experience in complex casework
- Demonstrated experience in suicide intervention and critical incident management;
- In depth knowledge of the refugee sector and migration processes for people seeking asylum
- Exceptional time management skills and demonstrated ability to prioritise tasks in an under resourced environment and often in stressful circumstances
- Demonstrated resilience and resourcefulness and excellent crisis and conflict management skills in similar work setting
- Excellent written and verbal communication skills
- Proficient in Microsoft Office and Google Apps

### Desirable:

- Tertiary qualification in law, policy, social work, psychology or other relevant area
- Experience working within a not for profit community organisation
- Experience working with people from culturally and linguistically diverse backgrounds;
- Experience working with survivors of torture and trauma
- Experience working with people in regional processing centres on Manus Island and/or Nauru