

Amnesty International Australia

Role Description “Hot Seat” Refugee Casework Intern or volunteer

Position Title:	“Hot Seat” Refugee Casework Intern or volunteer
Team:	Campaigns Team
Location:	Sydney Action Centre Level 1, 79 Myrtle St Chippendale, Sydney
Manager:	Casework Coordinator
Classification:	Internship or volunteer placement
Hours:	3 days a week (9am to 5pm)
Duration:	Six and half months (including 2 week induction training)
Dates:	31st July 2017 – 9 th February 2018
Induction:	2 weeks: 31st July 2017 – 9 th August 2017 (compulsory attendance Monday – Wednesday for induction only)

Please note that internships can be offered if completed as part of a university program. Otherwise volunteer placements will be offered to successful candidates. All casework positions are unpaid.

Primary Objective(s)

The Hot Seat Casework interns and volunteers play a critical role in assisting Amnesty International Australia to respond to requests for assistance and reports of human rights concerns in Australia and overseas.

The Hot Seat role covers a wide range of refugee issues, and receives all incoming requests for assistance from asylum seekers and refugees, particularly those living outside of Australia. The Hot Seat Caseworkers provide assistance to asylum seekers and refugees by making referrals to other organisations for legal, welfare or health related assistance, and monitoring clients on issues of concern.

Reporting Relationship

This position reports to the Casework Coordinator.

The Client Group

The Hot Seat Caseworkers are part of the Refugee Casework Team, and assists asylum seekers in Australia who are living in the community or Immigration Detention Centres (IDCs). Clients are often highly vulnerable and distressed, with some having experienced torture, trauma and the adverse mental health impacts of long-term detention. Hot Seat also involves working with refugees living overseas and assisting with referrals to UNHCR and in-country social support.

Key Responsibilities

Reporting to the Casework Coordinator, the Hot Seat is responsible for:

- Screening all new phone, email and in-person inquiries from asylum seekers and refugees, their advocates and members of the public.

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- Providing appropriate referrals to appropriate legal, mental health, torture and trauma and general welfare services for vulnerable or distressed clients.
- Highlighting issues of concern to the Casework Coordinator
- Contribute to the researching and writing of reports on policy issues, human rights concerns related to clients cases and country information as appropriate.
- Providing administrative support to the Refugee Casework Team by maintaining spreadsheets, supporting intern and volunteer caseworkers to maintain case files and casework processes.

Key relationships

Internal

- Casework Coordinator
- Refugee Coordinator
- Refugee Casework interns and volunteers
- Human Rights Casework interns and volunteers
- AIA staff and volunteers from all teams.

External

- Community-based and detained asylum seekers.
- Refugee advocates (Lawyers, Migration Agents, community supporters).
- Key government and non-government stakeholders including the Department of Immigration and Border Protection (DIBP), the UNHCR, the Australian Red Cross, mental health and community welfare organisations.

Knowledge, Skills and Experience (Selection Criteria)

Please attach a statement of no more than 2 pages addressing the selection criteria.

Essential

- Current or completed a tertiary or post-graduate qualification in a relevant field (eg. International/Government Relations, Development Studies, Law, Human Rights, Political Science, Social Sciences, Social Work).
- Excellent administrative skills, including data management and filing systems
- Excellent cross-cultural communication skills and the ability to communicate effectively with people in distress.
- The ability to manage competing demands and high volume workloads.
- Fluent command of written and spoken English.
- Ability to work autonomously and as part of a team.

Desirable

- Experience working with refugees, asylum seekers or other vulnerable client groups

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- Lived experience as a refugee or asylum seeker
- Knowledge of Amnesty International and Australia’s refugee program
- Proficiency in a relevant community language (eg. Tamil, Farsi, Arabic, Dari)

NB: Please note that this is not a legal or social work internship.