

Amnesty International Australia
Role Description
Volunteer Refugee and Human Rights Researcher and Caseworker

Position Title:	Volunteer Refugee and Human Rights Researcher and Caseworker
Team:	Campaigns Research and Casework Team
Location:	Sydney Action Centre Level 1, 79 Myrtle St Chippendale, Sydney
Manager:	Casework Coordinator
Hours:	9am-5pm, three days per week (flexible hours will be considered)
Duration:	14 January 2019 – 9 August 2019 (seven month duration)

About the Role:

Amnesty International Australia is currently seeking to recruit eight Refugee and Human Rights Researcher and Caseworkers on a part-time volunteer basis for our Campaigns Research and Casework Program. Our Campaigns Research and Casework Program runs for seven months (two week induction, six month program, two week handover) from 14 January 2019 to 9 August 2019 and is staffed by a collaborative team of volunteers working on a part-time basis in our Sydney Action Centre.

As an essential member of the Campaigns Research and Casework Program, you will be responsible for responding to requests for assistance from asylum seekers, refugees and other individuals at risk in Australia and overseas. You will also be responsible for researching and preparing reports about human rights abuses in Australia and overseas. The Campaigns Research and Casework Program is an excellent opportunity to gain valuable professional work experience, receive weekly training sessions with industry professionals, and represent one of the world's leading human rights organisations.

About the Team:

Members of the Campaigns Research and Casework Team may be responsible for:

- Receiving, triaging, and responding to new phone, email, and in-person requests for assistance.
- Monitoring complex cases and, where appropriate, helping to advocate on behalf of detained asylum seekers, refugees, and other clients.
- Preparing Country of Origin Information Reports to assist community legal centres providing migration assistance to asylum seekers seeking protection in Australia (reviewing claims made by asylum seekers in association with their applications for protection in Australia, researching relevant country information, and drafting country research reports).
- Researching issues relating to refugee laws and policies in Australia and overseas (helping to prepare submissions and assisting the Refugee Coordinator, preparing senate estimate summaries and political briefings for the Government Relations teams, providing project management and other assistance to the Refugee Campaigner and the Refugee Project Team).
- Researching issues relating to human rights abuses in Australia and overseas and preparing research reports to assist the Campaigns team and Amnesty International's researchers.
- Analysing reports of human rights violations in Australia relating to Aboriginal and/or Torres Strait Islander people and providing research support to the Indigenous Rights team.

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Core Responsibilities:

- Responding to requests for assistance and managing cases by providing referrals to legal, migration, health, and welfare service providers;
- Researching and preparing reports relating to refugee policy and human rights concerns;
- Assisting colleagues in other casework and campaigns teams as required;
- Maintaining hard and soft-copy case files as well as case management spreadsheets in accordance with record keeping policies and procedures; and
- Carrying out other ad hoc tasks and administrative duties as required.

Selection Criteria:

- Current or completed tertiary or post-graduate qualifications in a relevant field (eg. International/Government Relations, Development Studies, Law, Human Rights, Political Science, Social Sciences, Social Work, Business Studies).
- Excellent written and oral communication skills and cultural competency.
- The ability to work independently and as a member of a team.
- The ability to manage competing demands and high volume workloads.

Desired Criteria:

- Case management or client service experience.
- Experience working with refugee, asylum seekers, or clients with complex cases.
- Experience preparing reports or articles for publication.
- Knowledge of the Australian Privacy Principles and experience handling personal and sensitive information.

How to apply:

To apply for a position as a Volunteer Refugee and Human Rights Researcher and Caseworker, please email the following documents to caseworkrecruitment@amnesty.org.au:

- a cover letter addressing the selection criteria (two-pages, maximum);
- your current resume or CV; and
- a completed application form.

Applications are due by 9am on Monday, 29 October 2018.

If you are successful, you **must** be available to attend the induction training program on 14-16 and 21-23 January 2019. Internships can only be offered if completed as part of a university program. If this placement will not be completed as part of a university program, a volunteer placement will be offered to successful candidates. All internship/volunteer placements are unpaid.

Aboriginal and/or Torres Strait Islander people are strongly encouraged to apply for these roles. For further information about these positions, please email caseworkrecruitment@amnesty.org.au.