

POSITION DESCRIPTION

Migration Assistant

ABOUT SPECTRUM

Spectrum Migrant Resource Centre Ltd (Spectrum) is a not-for-profit organisation, delivering culturally appropriate and responsive services to people with migrant and refugee backgrounds predominantly living in the Northwest Metropolitan region of Melbourne. Our service areas include migration and settlement, family relationship and parenting, social and economic inclusion, aged care, disability, and family carers.

Our Vision A profoundly diverse and inclusive Australia, a place where extraordinary diversity enhances the lives of all.

Our Mission To provide high quality, culturally safe and responsive services for people from diverse backgrounds. As a committed partner of our community we advocate, promote inclusion and champion belonging.

Our Purpose For everyone to 'feel at home'

Our Values

- Belonging:** being welcoming, creating safe spaces for people to speak up, actively listening and striving to understand our different perspectives and journeys (clients and colleagues)
- Respect:** treating everyone with dignity and fairness, owning our mistakes, showing kindness and empathy to ourselves and others
- Connection:** working as one team with the wisdom of collaboration, sharing information transparently, resolving conflicts constructively and nurturing partnerships
- Excellence:** seeing possibilities to continuously improve, overcoming obstacles to change, being curious, open minded and actively seeking feedback and evidence to guide our work.

POSITION CONTEXT

Program Purpose

Spectrum's Migration Services team delivers migration services to humanitarian entrants, family stream migrants, people seeking asylum, and people wanting to propose humanitarian entrants to Australia. This involves offshore humanitarian work and may include delivery across many programs.

Position Purpose

The Migration Assistant will support community members to navigate immigration-related matters including completion of visa-related paperwork, maintaining contact with clients and applying for Australian citizenship. This position is also responsible for providing general reception/administration for the Settlement and Family Services Team with duties including assessment and referral, data entry, reporting, scanning, printing and file maintenance.

Working closely with Spectrum's team of Migration Agents, the Migration Assistant will strengthen their knowledge of migration law and their understanding of Australia's Humanitarian Program.

POSITION INFORMATION

Location	Spectrum Sunshine Office – 163 Harvester Road, Sunshine VIC 3020
Award	Social, Community, Home Care and Disability Services Award
Classification	Level 3.1
Employment Period	Fixed Term – 12 months
Hours of Employment	Part Time – 4 days a week

KEY RESPONSIBILITIES

<p>Migration Activities</p>	<ul style="list-style-type: none"> • Assess prospective clients’ eligibility for Spectrum’s Migration services and assist clients to complete forms relating to migration and citizenship, where a registered migration agent is not required. • Maintain contact with client to provide case updates, obtain information, schedule meetings, etc. • Maintain client files including case notes, data entry, scanning, photocopying, etc. • Ensure matters of concern are identified and promptly escalated to the Manager or other relevant worker. • Make appropriate referrals to service providers and/or other appropriate services or internal programs. • Follow up intake appointments to monitor outcomes and assess clients’ progressive confidence in use and ability to navigate mainstream services and offer further support if required including Migration-related information, advice, referrals, and advocacy in the short term while awaiting more substantial support from other services. • Support clients with their Citizenship applications. • Support Migration Agents with administration, information on forms and file management.
<p>Reception Activities</p>	<ul style="list-style-type: none"> • Operating a telephone switchboard promptly, courteously, and professionally. • Managing multiple email accounts and directing correspondence accordingly. • Scheduling meetings and appointments as required by the Office Coordinator. • Ensuring that the Reception, Client Rooms, and Kitchens are always stocked with refreshments. • Setting a personal standard of exceptional service for clients, staff, and visitors, and consistently acting in a courteous and positive manner. • Other relevant tasks as agreed between the migration assistant and their supervisor.
<p>Capacity Building</p>	<ul style="list-style-type: none"> • Participate in relevant networks and community engagement work to identify needs of the community to support service delivery planning • Strengthen local communities by providing a ‘one stop shop’ where appropriate activities, information and services can be accessed by the community
<p>Data Management Record Keeping</p>	<ul style="list-style-type: none"> • Complete all administrative requirements associated with the position in a timely manner to the required standard, including case notes, incident reports (where relevant) and the timely entry of client data into the Department of Social Services (DSS) Data Exchange (DEX) and other reporting management systems. • Manage all records and reporting of service delivery in a timely manner, as per contract requirements. • Ensure appropriate and accurate collection and documentation of client data/statistics. • Ensure client information is maintained and kept securely.

KEY SELECTION CRITERIA

<p>Qualifications</p>	<ul style="list-style-type: none"> • Qualifications and/or experience in a relevant field (including administration, law, immigration, etc) • Eighteen (18) years of age or older
<p>Skills & Experience</p>	<ul style="list-style-type: none"> • Well-developed interpersonal and communication skills • Experience providing administration and coordinator support in a service delivery function. • Proven ability to work independently under direction and as an effective team member to achieve objectives. • Experience as a migrant or refugee, or demonstrated experience working with people from culturally and linguistically diverse backgrounds • Ability to speak a relevant community language

KEY SELECTION CRITERIA**Personal Qualities & Behaviours**

- **Client focus:** listens, actively seeks to meet client needs, seeks ways to improve services, and committed to delivering high quality outcomes for clients.
- **Team oriented:** works well with others, collaborates and shares information, shows respect for others’ feelings and ideas, accommodates the different working styles of others and encourages resolution of conflict within the group.
- **Attention to Detail:** Ensures accuracy and thoroughness in all administrative tasks and reporting.
- **Proactivity:** Takes initiative to identify and address issues before they escalate and suggests improvements for processes and systems.
- **Integrity:** Maintains a high standard of professionalism and confidentiality in all aspects of work.
- Lives the values of Spectrum

Mandatory Compliance Documents Required for this position

- Current Working with Children’ check
- Motor Vehicle Drivers Licence (valid in Victoria)

KEY RELATIONSHIPS

Department	Settlement and Family Services (Migration Team)
Reports to	Senior Migration Agent
External	Clients, Department of Home Affairs.

KEY SYSTEM AND EQUIPMENT USAGE

- Microsoft Windows Office Suite
- Goldcare
- Migration Manager

ADDITIONAL INFORMATION

Work Health & Safety	<p>All employees are required to take reasonable care for their own health and safety and that of other employees who may be affected by their conduct and are required to report all incidents and injuries as well as cooperating with measures introduced in the workplace to improve health and safety.</p> <p>Prior to any person being appointed to this position it will be required that they disclose full details of any pre-existing injuries or conditions that might be reasonably expected to affect their ability to perform the normal duties of this position. Such a disclosure will enable Spectrum to make reasonable adjustments to the work environment to ensure you work safely and productively.</p>
Australian Work Rights	All employees must be permanent residents of Australia or hold a current, valid visa.
National Criminal History Check	All offers of employment are subject to a satisfactory National Criminal History Check (NCHC) & Statutory Declaration.
International Criminal History Check	All offers of employment are subject to a satisfactory International Criminal History Check (as required). An International Criminal History Check will be required for individuals who have lived overseas for 12 months or more in the last 10 years.

ADDITIONAL INFORMATION

COVID-19 Mandatory Vaccination	To support the safety and wellbeing of our clients and our people, all people performing client facing roles are required to have up to date COVID-19 vaccinations, unless medically exempt.
Health Care Worker status	B https://spectrummyrc.sharepoint.com/:w:/g/EZQ6N9fuQp1Fqmw8407Ej5AB1AWQI-vPFA2T_UkI_90IUg?e=r64Arg&isSPOFile=1
MARAM responsibility level	Foundational knowledge summary of MARAM responsibilities by role .docx
Working with Children Check	All staff and volunteers working with children are required to have and provide a current Working with Children Check (WWCC) before commencing employment.
Policies & Procedures	All employees must abide by the organisations Policies & Procedures.

OTHER RELEVANT INFORMATION

This Position Description is a guide only and is not intended to be an exhaustive or exclusive list of the duties attached to this position. The Position Description is subject to review and modification by the manager, in discussion with the role holder.