



Job Title: Casework Administration Officer (Refugee & Asylum)

Reporting to: Campaign Support Coordinator

Location: Based in Gadigal/Sydney Action Centre.

Hours: 45 hours per fortnight (contract)

Grade: Level 2

Effective Date: 24/10/2022

Position Overview:

The Casework Administration Officer is responsible for delivering asylum and immigration administration casework assistance across a range of areas including refugee, asylum support, human rights, and Australian humanitarian visa cases.

This role will work with people with lived experience and the refugee advocacy team to contribute to our objective of defending human rights.

This is an identified position for people with lived experience and language proficiency in Farsi (Persian), Dari and Pashto.

Main Responsibilities:

- Assist in preparing case summaries and drafts for initial communication
- Progress cases by interviewing clients and reviewing information/documents, with consideration to the cultural norms and language requirements of the clients
- Assist in gathering case evidence and required documentation
- Coordinate the application process from start to end
- Work to identify proper immigration programs for clients based on their current situation
- Follow through on daily email correspondence with clients mainly offshore
- Research and compile information that helps strengthen a case for the assigned client
- Follow ups on client correspondence and follow through on items needing action
- Update and maintain client folders, files, data sheets, and documentation
- Maintenance of a case log and/or file for reference and review
- General administrative tasks including telephones, electronic and hard copy filing, mail etc.
- Improving the efficiency of our database
- Other tasks within your skills and competence as required
- Performing role to a high standard within agreed timelines, and in line with AIA's vision and values

**Essential Qualifications,
Skills and Experience:**

- Tertiary degree in Social Sciences, International Relations, Politics, or Law/ Legal studies (desirable)
- Proficiency in communicating in Farsi (Persian), Dari and Pashto
- Experience working in an admin role in a fast paced environment
- Experience working with people with lived experience
- Strong attention to detail with an ability to process and progress with clear and concise correspondence with clients and other staff
- Ability to communicate in Farsi (Persian), Dari, Pashto – preference will be given to bilingual applicants
- Ability to process complex work in a specific period of time as required
- Ability to work in and maintain a high degree of confidentiality
- Strong communication (written and oral) skills
- Flexibility to work extra hours as per business requirements
- Maintaining confidentiality and privacy agreements.
- Being a positive advocate for Amnesty International and our work, and demonstrating our values of Empowerment, Persistency, Integrity and Courage.
- Performing the role to a high standard within agreed timelines, and in line with Amnesty International Australia's (AI Australia's) vision.

**Desirable Qualifications,
Skills and Experience:**

- Demonstrated understanding of the Australian visa system, Humanitarian visas and Temporary Refugee Visas
- Knowledge of the Australian Immigration and understanding of refugee visa subclasses
- Understanding of how to fill out immigration forms and correspondence with accuracy
- Ability to write immigration support letters, and any other correspondence needed

Key Relationships

Campaign Support Coordinator
Impact Director
Refugee Advisor
Refugee Campaigner
Campaign Support Team
External stakeholders (advocates, lawyers, clients)

About Amnesty International Australia

We are an independent, global movement that campaigns courageously for human rights for everyone.

We're ordinary people from all walks of life, using our passion and commitment to bring torturers to justice, change oppressive laws and free people imprisoned just for voicing their opinion.

We're independent of any government, political ideology, economic interest or religion to ensure we can speak out on human rights abuses wherever they occur.

We stand for equality, justice, freedom, and human dignity and uphold these values:

- **Empowerment** – we build people power
- **Persistence** – we are resolute in pursuit of our goals
- **Integrity** – we hold ourselves to the highest standards
- **Courage** – we are fearless in upholding human rights

Every day we move closer to a world where human rights are enjoyed by all.



Acceptance

Name: _____

Signature: _____

Date: _____

