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## POSITION DESCRIPTION



### MIGRATION LAWYER/MIGRATION AGENT MIGRATION SERVICES

The Australian Refugee Association Inc. (ARA) is a community-based organisation providing settlement, migration and other appropriate assistance to refugees, migrants and other people of concern.

ARA promotes a holistic approach to the needs of refugees and sees the final goal of settlement as full participation in the social, economic, cultural and political life of Australia while maintaining security of personal, family and community identity.

ARA employs staff to achieve the full range of its objectives. All staff are expected to be aware of and responsive to the needs of the organisation as a whole as well as the particular requirements of their own Position Description.

#### 1. REPORTING RELATIONSHIPS

- Reports to the Senior Manager – Corporate & Migration Services.
- Works closely with the Migration Team
- Direct reports include:
  - Migration Agents and Law Students
  - Migration Admin Assistant

#### 2. KEY RESPONSIBILITIES

The Migration Lawyer is responsible for providing accurate and timely migration advice to clients. This role is also a team leader and has responsibility for providing supervision and support to all members of the Migration Team.

##### Leadership

- Contribute to the overall management of the organisation through participation in the development and achievement of organisational goals.
- Contribute to the development of new ARA service opportunities and meet service KPIs.
- Provide leadership, quality advice and support to team members, volunteers and students on placement.
- Provide staff with ongoing professional development support through direct supervision, training and advice.
- Maintain a thorough overview of each team member's projects and provide support and consultation to staff.
- Motivate team members to achieve successful outcomes and overcome challenges or difficulties.
- Develop an effective and harmonious team environment.

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- Exercise judgement and make decisions in accordance with the organisation's policies and goals.
- In consultation with the Senior Manager – Corporate & Migration Services, oversee the recruitment of new staff.
- Ensure new staff receives appropriate orientation and induction on all programs, policies and procedures.

### Legal Supervision

- Providing advice to migration team staff on a range of matters, and provide relevant legal consultation where appropriate.
- Provide legal supervision to staff requiring legal supervision as per the Legal Practitioners Act.
- Provide legal supervision to students on placement and volunteers as required.

### Development

- Employ effective business development practices to increase client base and enable people from a refugee background to be reunited with their families overseas.
- Keep abreast of changes in legislation and implement changes into practices and procedures.

### Advice and Service Delivery

- Provide professional migration advice and application assistance to clients.
- Deliver initial consultations to new migration services clients.
- Research visa requirements for individual clients where uncertain.
- Deliver visa application support for client to enter into service contracts.
- Deliver accurate and timely advice in a culturally appropriate manner.
- Liaise with client frequently regarding the progress and status of their application.
- Ensure client service standards are delivered in accordance with organisational policies, procedures and service models.
- Ensure case notes for all new and ongoing clients are kept up-to-date.
- Ensure system/data records are updated in accordance with team requirements.
- Establish effective internal communications.
- Make internal referrals for relevant programs in accordance with established procedures.

### Stakeholder Engagement

- Engage with stakeholders for the purpose of seeking new opportunities, promoting existing services, developing partnerships and improving service delivery.
- Stakeholders include:
  - funding bodies;
  - Government Departments or agencies;
  - external service providers;
  - partnering organisations;
  - community organisations;

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- internal ARA staff.
- Participate in forums, expos and conferences and attend meetings to develop mutually respectful and effective working relationships to achieve the above.

### Reporting

- Provide monthly reports to the Senior Manager – Corporate & Migration Services in the areas of:
  - current numbers of clients and trends;
  - service performance targets;
  - budget variance (in liaison with Senior Manager – Corporate & Migration Services);
  - stakeholder engagement.
- Provide accurate timesheets and mileage records for the Senior Manager – Corporate & Migration Services' approval.

### 3. PERSONAL CRITERIA

#### Qualifications:

- A Bachelor of Laws or equivalent qualification is essential.
- Unrestricted Legal Practice Certificate
- Registration with the Office of Migration Agents Registration Authority (OMARA)
- Membership with Migration Institute of Australia (MIA) (desirable)
- Current Australian Driver's licence

#### Experience & Knowledge:

- Experience in successfully delivering services which achieve performance targets.
- Experience in organising meetings with stakeholders which deliver successful outcomes.
- Knowledge of humanitarian and protection law, and experience in preparing refugee cases.
- Knowledge of migration law, and experience in preparing cases for consideration.
- Knowledge of partner, skilled, employer sponsored and business visas (desirable)
- Knowledge of data collection methods and systems including research practices and evidence-based program development.
- Knowledge and experience with Department of Home Affairs' visa types, forms and documentation.
- Knowledge of Australian visa processing requirements and laws.
- Knowledge of South Australian settlement services and ARA projects and programs.
- Knowledge and understanding of culturally and linguistically diverse communities.
- Experience working within a multicultural service environment.
- Experience using Microsoft applications and database systems.

#### Personal Capabilities:

- Ability to positively contribute to the leadership and management of the organisation.
- High degree of management, analytical, problem solving and decision making skills.

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- Demonstrated ability to effectively manage human and financial resources to meet the targeted productivity and service outcomes.
- Ability to work in cooperation and consultation with other ARA staff members as well as external providers, partner organisations and funding bodies.
- Highly developed interpersonal skills with the ability to work with people of a range of ages and cultural and linguistic backgrounds.
- High level of written skills.
- Exceptional research skills relevant to migration.
- Ability to identify and develop new service initiatives.
- Ability to work autonomously to meet deadlines and display flexibility in response to changing circumstances and priorities.
- Ability to establish creative and innovative work practices.
- Fluency in other languages, particularly Arabic, Dari, Farsi (desirable but not required).
- Strong ethical practices with a specific commitment to:
  - ARA Service Principles;
  - Equal Opportunity and Anti-discrimination;
  - Work Health & Safety;
  - Client-oriented service provision.

#### 4. WORK HEALTH & SAFETY RESPONSIBILITIES

- Compliance with Agency WH&S policies and procedures.
- Active promotion of safe work practices in the workplace.
- Reporting of all hazards, incidents and actions taken to prevent accidents.
- Maintenance of a safe working environment in all locations.

#### 5. SPECIAL CONDITIONS

- Must have evidence of Australian residency or current working Visa.
- Must have DHS Working with Children Clearance, updated every five years.
- Must have or be willing to obtain a Child Safe Environment Certificate.
- Must attend Continuous Professional Development (CPD) as per requirements of MIA and OMARA
- Must be willing to participate in training and development opportunities as part of continued professional development.
- Must hold a current driver's licence.
- Must be willing to work in various locations within the metropolitan area.
- Must be willing to participate in occasional after hours work.