

## POSITION DESCRIPTION

Migration Admin Officer  
Migration Team



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 Descriptions.

### 1. REPORTING RELATIONSHIPS

- Reports to the Migration Team Leader - Migration Services.
- Work closely with the Migration Team to provide support to staff, Law students and Volunteers.

### 2. POSITION DETAILS or KEY RESPONSIBILITIES

The Migration Team Admin Officer will be responsible for the daily management and overseeing of all administrative tasks of the Migration Team. The role of the Admin Officer includes:

Provision of administrative support to the Migration department by

- Ensuring all Migration appointments are clearly documented and managed
- Following up requests for further documents from Department of Immigration
- Following up progress of applications with Department as per Migration Agents Instructions
- Assisting Migration Agents complete documentation for Migration applications
- Registering and updating Migration clients into database
- Supervising and organising tasks for volunteers and Law students
- Organising bookings, venues and materials for migration information sessions and seminars

Be responsible for all financial transactions of the Migration Department by:

- Inputting data into Migration Manager data base and MYOB on a daily basis including payments and receipts to the clients
- Preparing monthly finance and performance reports for Migration Manager on a monthly basis
- Liaise with ARA Accountant for clients invoicing
- Closely monitoring outstanding debtors and following up with clients on a monthly basis.

### 3. PERSONAL CRITERIA

Qualifications:

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- Tertiary qualifications in Administration or equivalent (desirable) experience in administration role.
- Fluency in other languages, particularly Arabic, Dari or Farsi (desirable but not required).
- Police clearance (essential).
- Driver licence (essential).

### Experience & Knowledge:

- Proficient in interpersonal skills.
- Ability to work with people of a range of ages and cultural and linguistic backgrounds.
- Experience working as a flexible and resourceful team member to develop creative and innovative work practices.
- Knowledge of data collection methods and systems.
- Experience in organising meetings with stakeholders.

### Personal Capabilities:

- Strong organisational and time management skills.
- Exceptional verbal and written communication skills.
- Strong and independent problem solving skills.
- Innovative research and implementation of workplace systems and processes.

## **4. WORK HEALTH & SAFETY RESPONSIBILITIES**

- Ensuring all staff adhere to the organisational WHS policies and procedures and engage managers where appropriate in WHS matters.
- Compliance with ARA WH&S policies and procedures.
- Reporting of all hazards, incidents and actions taken to prevent accidents.
- Ensuring own action or lack of action does not place own safety or that of others at risk.
- Maintenance of a safe working environment in all locations.

## **5. SPECIAL CONDITIONS**

- Provide evidence of Australian residency or current working Visa.
- Employment is conditional on a satisfactory National Police History Check and DCSI (Children) Clearance, to be undertaken every three years.
- Must hold a current unrestricted driver's license.
- Willing to work in various locations within the metropolitan area.
- Willing to participate in occasional after hours work.