

## Position Description

<b>Position Title:</b>	Employment Support Officer
<b>Location:</b>	Parramatta (with some travel to the head office in Elizabeth Bay and other locations around Western Sydney)
<b>Reports to:</b>	Employment Coordinator
<b>Award:</b>	SCHADS Level 4.1
<b>Conditions:</b>	Part-time 0.5 FTE (5 days per fortnight)  Contracted until 30th June 2023.

### **ORGANISATIONAL BACKGROUND**

Jesuit Refugee Service (JRS) is an international Catholic organisation with a mission to accompany, serve and advocate for the rights of refugees, people seeking asylum and forcibly displaced people. JRS works in situations of greatest need, where people are most vulnerable, where there are gaps in services and where partnerships can be formed to better serve people seeking safety.

In Australia, JRS works to uphold the rights of refugees and people who are in the process of seeking asylum and aims to support people to empower themselves, to live meaningful and dignified lives while feeling welcomed and connected to a more fair and just community.

As an independent, not-for-profit, non-government organisation JRS Australia undertakes the following activities:

- Supports and accompanies community-based people seeking asylum, refugees and migrants in vulnerable situations through a holistic programme of casework, financial assistance, community activities, food bank, English classes, an employment program, a women's program, workshops and drop-in programs provided through our drop-in centre in Westmead and JRS' Community Centre in Parramatta.
- Supports women seeking asylum and temporary visa holders to increase their understanding of domestic and family violence and sexual and gender based violence, its drivers and their rights, as well supporting women to access support and referral pathways

- Supports and accompanies people seeking asylum who are held at detention facilities across Australia and those who have been in detention in the past or who have been transferred from Manus Island or Nauru.
- Raises awareness with young people and others in the community through schools, parishes, community centres and other stakeholders about forced displacement, social justice, human rights, the situation of people seeking asylum in Australia, the barriers that they face, and ways to get involved.
- Undertakes research and advocacy with and on behalf of people seeking asylum, refugees and migrants in vulnerable situations in Australia in order to advise government and non-government organisations (NGOs) on policy and program responses.
- Supports JRS projects and activities overseas, for example, through regional and international advocacy and campaigns.

## **POSITION OVERVIEW**

JRS Australia requires an experienced employment support officer with a passion for and a commitment to breaking down barriers to work for marginalised peoples, in this case, people seeking asylum and migrants in vulnerable situations.

The JRS Employment Support Officer position will work with the Employment Project Coordinator and is responsible for providing job readiness and job seeking support to clients with a diverse range of qualifications and/or experiences. The Employment Support Officer will work 1:1 with JRS clients to develop job plans, find training opportunities, and facilitate pathways to sustainable employment.

## **KEY TASKS AND RESPONSIBILITIES**

### **Employment Support**

- Supports clients on a one-to-one basis to review skills, access training and develop job plans and goals
- Assists clients with preparing a resume, job seeking and interview techniques
- Supports clients to develop tailor made job plans based on individual needs to support clients to secure and maintain a job
- Offers additional support to clients who need support with work-readiness, including access to English classes, training, and greater knowledge of Australian workplace practices.
- Embodies JRS' mission of accompaniment in all dealings with clients.
- Maintains accurate electronic and paper records, including case notes and records of financial and material assistance provided.
- Other tasks as determined in consultation with the line manager.

### **Volunteers and Community Centre Activities**

- Assists with the day-to-day running of drop-in activities at JRS.

- Assists with community development projects and other support services as needed.

### **Information and reporting**

- Keeps confidential client records and data stored in the JRS database.
- Provides quarterly stats and reports based on funders reporting guidelines.
- Provides quarterly stats and reports to the JRS Board.
- Provides statistics and information to JRS' Policy, Advocacy and Communications team

### **Networking and Advocacy**

- Establishes productive working relationships and liaises with other service providers in the sector.
- Advocates for the rights and support needs of refugees, people seeking asylum and migrants in vulnerable situations through the appropriate channels, including by gathering statistics, case studies and any other data requested by JRS staff, JRS partners, our funders or others as directed by the Employment Coordinator .

### **Philosophy, Mission and Values**

- Understand and demonstrate the Mission and Values of JRS on a day-to-day basis; respect, hope, dignity, solidarity, hospitality, justice and participation.
- Adhere to the policies and procedures of JRS.
- Adhere to the JRS and the Australian Jesuit Province Code of Conduct.
- Work closely with the relevant people in all of the Jesuit ministries to ensure that Ignatian spirituality is fostered.
- Behave in a culturally and linguistically sensitive manner that respects everyone regardless of their background, gender, sexuality, ethnicity, migration status, religion, ability or any other ground.
- Provide and promote an environment of mutual respect, dignity and fairness – free from discrimination, harassment, victimisation, bullying and violence – to ensure that acceptable standards of conduct are maintained at all times and take appropriate action if unacceptable conduct is observed.

### **Occupational Health and Safety**

- Comply with the requirements of relevant Work, Health and Safety (or Occupational, Health and Safety) Acts and related procedures developed by the JRS.
- Work in a manner that considers duty of care for self and others and be safety conscious at all times.
- Report inappropriate behaviours which endanger self or others including bullying and other harassing behaviours / incidents.

### **Quality Assurance and Continuous Improvement**

- Attend relevant meetings, workshops, conferences and training, as required.
- Become familiar with, and follow JRS and the Jesuit Province's quality and standard policies, procedures and management instructions.
- Be open to new ways of doing things that enhance working in an environment that is inclusive and that subscribes to the Ignatian way.
- Strive for continuous improvement in the quality system and work practices by being alert to opportunities for improvement.
- Maintain confidentiality in relation to clients, staff and volunteer issues and all JRS' programs.

## **SELECTION CRITERIA**

### **Essential Requirements:**

- Tertiary qualifications in business, marketing, human services, human resources, welfare/community work or another relevant discipline.
- The ability to support and motivate diverse job seekers facing multiple barriers to employment.
- A strong understanding of the Australian employment context, including the Australian job market and recruiting practices.
- Experience in developing job plans, preparing resumes and support with preparation for interviews
- Experience in organising and presenting workshops
- Demonstrated understanding of the issues faced by asylum seekers and refugees living in Australia.
- Capacity to manage competing deadlines, prioritise workload appropriately and work in a flexible manner.
- Excellent oral, written, interpersonal and cross-cultural communication skills.
- Ability to work effectively as part of a team.
- High level computer literacy skills, including the use of MS Office, Google Drive, and online database/reporting systems.
- Commitment to working within current EEO, WH&S, and child protection legislation.

### **Desirable:**

- Direct experience working with asylum seekers or refugees.
- Proficiency in a relevant community language.
- People with lived refugee experience are strongly encouraged to apply.

### **Application Process:**

Applicants will be subject to a Working with Children Check and the National Criminal Record Check.

*JRS is committed to the health and safety of its staff, volunteers and the people we serve, therefore, it is expected that all staff are fully vaccinated and are able to provide adequate proof of vaccination status.*

If you would like further information about the Employment Support Officer position, please contact: Tamana Mirzada at [tamana.mirzada@jrs.org.au](mailto:tamana.mirzada@jrs.org.au) or 9098 9336

To apply, please address all of the selection criteria and send your response, along with your resume and a cover letter to: [info@jrs.org.au](mailto:info@jrs.org.au) by **5pm, Thursday 16th, June 2022.**

*Thank you for your interest in working with Jesuit Refugee Service Australia.*