

POSITION DESCRIPTION

Migration Agent

About Spectrum

At Spectrum, we aspire to a profoundly inclusive Australia, a place where the extraordinary diversity of people enhances the lives of all. We reach out to people of all refugee and migrant backgrounds; we provide access to a support network; we enable successful participation and inclusion for an enriched and diverse Australia. We celebrate refugees and migrants for who you are. We aspire for you to realise your dreams through the collective strength and wisdom of our shared community.

Spectrum is an Equal Opportunity Employer and welcomes applications from all people. Spectrum is committed to child safety and conducts thorough background and police checks.

Our Vision & Purpose

Vision

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

Purpose

To support and partner with people of refugee and migrant backgrounds, providing connections that enable their successful participation in a more inclusive Australia.

Our Values

Understand the journey - We strive to understand our client's journey. We take an interest in their story and try to see the world through their eyes. We value each person's unique perspective and make decisions with empathy and compassion.

Co-create to thrive - We nurture our partnerships with all customers, clients, and organisations – our goal is a win-win outcome for all. We believe in the wisdom of collaboration and see feedback from partners and each other.

Focus on the client experience - We put the client at the centre of everything we do. We focus on what we can do to help them feel at home. We seek feedback from clients and welcome the opportunity to improve. We know what great service feels like and work hard to deliver it.

Be different, be one - Diversity is essential to who we are – we embrace our differences. We work as one team because this is the key to our success. We actively create a welcoming environment for each other and our communities.

Create tomorrow - We create tomorrow by being curious, creative, and adventurous. We make sustainable choices, knowing the future is in our hands. We get involved in and contribute to activities that support Spectrum's long-term success.

See and act with an open mind - We recognise that the world is changing, and continuous transformation is now the norm. We choose to see the possibilities and respond with a positive attitude. We search for opportunities to improve and strive to overcome obstacles to change.

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Position Context
<p>Position Description</p> <p>Spectrum Migration Services stream delivers migration services to humanitarian entrants, family stream migrants, people seeking asylum, and people wanting to propose humanitarian entrants to Australia. This comprises both onshore protection work and offshore humanitarian work, which may include delivery across programs, such as:</p> <p><i>Settlement Engagement and Transition Support (SETS)</i></p> <p>Funded by the Department of Social Services to support the family reunification of humanitarian entrants or vulnerable migrants (family stream) who arrived in Australia as humanitarian entrants within five years of arrival in Australia.</p> <p><i>Community Support Program (CSP)</i></p> <p>Spectrum have been approved by the Department of Home Affairs to deliver this program as an Approved Proposing Organisation (APO). As an APO, Spectrum assists people with humanitarian claims and strong employment prospects to prepare and lodge their visa application and to settle into the Australian community, on a fee-for-service basis.</p> <p>The Migration Agents will work across all service delivery areas to provide migration advice, application assistance and migration-related information sessions to individuals and organisations depending on eligibility of the three funded migration services. The Migration Agent works collaboratively within the multidisciplinary teams administering the SETS, HSP and CSP.</p>

Key Responsibilities	
Immigration Casework and Support	<ul style="list-style-type: none"> • Manage an ongoing client caseload as agreed with the Team Leader – Migration Services • Provide ongoing migration advice and casework assistance in accordance with legal, professional, policy and organisational requirements. • Maintain client files for eligible clients. • Liaise with the Department of Home Affairs (DHA) and other Federal/State Government Authorities. • Ensure that all professional requirements, statutory obligations and standards of the legal profession are adhered to in the provision of services. • Provide advocacy and negotiate equitable outcomes for clients with Home Affairs in Australia and with relevant overseas posts. • Research and monitor legislative changes/proposed changes and ensure migration material and resources remain up to date
Stakeholder Engagement and Advocacy	<ul style="list-style-type: none"> • Build and maintain relationships and partnerships with key agencies to promote and strengthen program delivery and outcomes. • Ability to provide cross-cultural secondary consultation to mainstream agencies working with Spectrum's client cohorts to enable them to deliver appropriate and culturally sensitive services. • Advocate for the needs of clients in the Australian service system. • Represent Spectrum at external committees and meetings, and positively promote the organisation and its services as required.

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	<ul style="list-style-type: none"> Participate in Networks and Community of Practice meetings as required by Spectrum and lead contract agencies.
Service Promotion	<ul style="list-style-type: none"> Liaise with other organisations and community workers to raise the profile of the service and to facilitate referrals. Collate and provide feedback internally on service trends and needs and look at ways that the service can best meet the needs of clients. Assist in the preparation and collation of promotion materials (e.g. PowerPoint, brochures, information packs etc.).
Data Management and Record Keeping	<ul style="list-style-type: none"> Manage all client records, including case notes, and ensure timely completion and reporting of service delivery as per contract requirements. Ensure appropriate and accurate collection and documentation of client data/statistics. Monitor and analyse data to inform program growth. Develop appropriate systems to continuously improve data collection and analysis. Ensure client information is maintained and kept securely. Ensure quality assurance mechanisms are sustained and actively participate in internal and external audits
Organisational Responsibilities	<ul style="list-style-type: none"> Ensure that the Spectrum's Code of Conduct is always adhered to. Adhere to the Child Safe Policy. Display a commitment to the purpose and values of Spectrum. Ensure that Spectrum complies with Occupational Health and Safety Act requirements and strive for best practice in the provision of a safe workplace for all. Report all incidents, near misses and other concerns to supervisor and the OH&S Representative. Other tasks will be assigned from time to time to meet the needs of the organisation

Key Selection Criteria	
Qualifications	<p><u>Essential:</u></p> <ul style="list-style-type: none"> Must be registered as a Migration Agent with the Migration Agents Registration Authority (MARA). <p><u>Desirable</u></p> <ul style="list-style-type: none"> Relevant tertiary qualifications in Social Work/Psychology/Community Development or related disciplines and experience in the area of migrant settlement or a related human services sector. Experience providing migration advice and assistance relating to humanitarian and family stream visas. Experience working with people from culturally and linguistically diverse backgrounds, particularly those of refugee backgrounds. Fluency in a relevant community language.
Skills & Experience	<ul style="list-style-type: none"> Genuine interest and commitment to social and inclusion and valuing difference and diversity Client focused and person centred Interpersonal skills, including effective written and oral communication, along with an ability to exercise discretion and sound judgment, in order to liaise with

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	<p>stakeholders including members of the legal profession, the public, and staff at all levels.</p> <ul style="list-style-type: none"> • Experience in working with individuals and communities from culturally and linguistically diverse backgrounds. • Understanding of the challenges faced by people from humanitarian and refugee backgrounds. • Organisational skills, including the ability to prioritise work and meet deadlines within short time frames and with minimum supervision. • Ability to understand and maintain confidentiality and sensitivity to legal, political and other issues. •
Personal Qualities & Behaviours	<ul style="list-style-type: none"> • Ability to assess client eligibility for Spectrum services, and to assess which cases to progress. • Initiative and demonstrated ability to work independently to achieve targets/results. • Good knowledge and ability to use computer systems and databases, including proficiency in use of MS office software, Legend.com and other migration legislation databases. • Being adaptable to changing circumstances and being able to prioritise work • Ability to work in a very busy environment and to work both independently and as part of a team • Demonstrate a good level of organisation, planning and time management skills
Mandatory Compliance Documents Required for this position	<ul style="list-style-type: none"> • Clear 'Police Check,' within the last twelve months • Current Working with Children' check • Motor Vehicle Drivers Licence (valid in Victoria) • Must satisfy all visa requirements for working in Australia.

Position Information	
Location	Level 5, 61 Riggall Street, Dallas, 3047
Award	Social, Community and Disability Support Services
Classification	Level 4.1
Employment Period	12-month fixed term
Hours of Employment	Full time
Performance Review	Annually

Key Relationships	
Department	Settlement and Employment Pathways
Program	Migration Services
Reports to	Team Leader – Migration Services
Manager	Executive General Manager, Settlement and Employment Pathways
External	

Key System and Equipment Usage	
	<ul style="list-style-type: none"> • Microsoft Windows Office Suite

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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 expected to affect your 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.
COVID-19 Mandatory Vaccination Directives	In line with the government public health directions and the safety and wellbeing of our people, we require any new starters to have up to date vaccinations against COVID-19, unless exempt.
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.
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.
NDIS Worker Screening Check	All staff and volunteers collaborating with people with a disability are required to have and provide the NDIS Worker Screening check before commencing employment.
Policies & Procedures	All employees must abide by the organisations Policies & Procedures.

Other Relevant Information	
<p>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 response to the strategic direction of Spectrum, and the development of the skills and knowledge of the position.</p>	

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Employee Declaration

1. I acknowledge that I have read and understood the requirements of the position as detailed above. I also understand that the list of key tasks is not intended to be complete. Other tasks will be assigned from time to time at the discretion of Spectrum to meet the needs of the organisation.

Yes ☐ No ☐

2. Do you have any pre-existing injuries or conditions that could be expected to be affected by the nature of the proposed position description?

Yes ☐ No ☐

If yes, please provide details:

Failure to make such a disclosure, or the making of a false disclosure, will result in Sections 82(8) of the Accident Compensation Act 1985 applying. Section 82(8) of the Act provides that where a recurrence, aggravation, acceleration, exacerbation or deterioration of a pre-existing injury or disease arises out of or in the course or due to the nature of employment with a company, it will not entitle the worker to compensation.

The disclosure of information on a pre-existing injury or disease will not impact on the recruitment process in any way. Spectrum Migrant Resource Centre is an Equal Opportunity Employer

Employee				
Name:		Signature:		Date:

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