

Refugee Legal:

Position Description: Referral Officer

A. Overview of organisation

Refugee Legal is an independent community legal centre specialising in refugee and immigration law, policy and practice. Refugee Legal has been assisting asylum seekers, refugees and disadvantaged migrants in the community and in detention for over 36 years and has substantial legal casework experience and expertise. Refugee Legal's work involves the provision of key legal assistance to people who could not otherwise obtain it due to financial and other forms of distinct disadvantage often related to their cultural or linguistically diverse backgrounds or experiences of torture or trauma. Refugee Legal also conducts extensive law reform, advocacy and education programs.

B. Position Summary

The Referral Officer will work to support the increasing number of vulnerable clients, including individuals affected by family violence, mental illness and homelessness, who come to us with a range of complex non-legal needs.

The Referral Officer will work alongside our legal team to combine non-legal supports with expert legal assistance to:

- help address the pressing and complex non-legal issues faced by these vulnerable clients;
- ensure that clients are connected to the non-legal services they need;
- ensure that clients can properly engage with the legal process; and
- better utilise legal resources and create a more efficient legal service.

The Referral Officer will play a critical role in referring these particularly vulnerable clients to many of the wide-ranging non-legal essential support services they require, including referral to counselling services, housing support organisations, medical services and others as required.

The role of the Referral Officer will not include ongoing case management of clients.

C. Duties and Responsibilities

- Refer clients to non-legal services, including medical, psychosocial, housing, welfare and income support services.
- Maintain up-to-date referral information.
- Attend relevant meetings, including staff meetings, planning meetings and relevant network meetings.
- Develop and maintain relationships with key referral agencies, community groups and services and other relevant supports in the community.
- Collate referral data and provide regular updates and reports to the Refugee Legal management team and at relevant meetings.
- Maintain appropriate data on the client database.

Refugee Legal:
Defending the rights
of refugees.

Refugee & Immigration
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D. Selection Criteria

Essential attributes

- Demonstrated work experience supporting people seeking asylum, refugees or vulnerable migrants.
- Knowledge of support services and linkages available in the community for people seeking asylum, refugees and vulnerable migrants, in particular for women who experience family violence.
- Ability to develop stakeholder relationships and work collaboratively in a welfare/health/community sector, to further develop relevant and up-to-date referral information and resources.
- Demonstrated ability to work collaboratively and as part of a team and in cooperation with others.
- Effective interpersonal, cross-cultural communication and client advocacy skills and the ability to liaise and collaborate with service providers, client communities and volunteers.
- Demonstrated skills in the use of a range of computing applications, including Outlook, Word Excel and PowerPoint and the ability to embrace new technologies.

Desirable attributes

- An interest in refugee, migration, social justice and/or human rights issues.
- Proven familiarity with and experience in working as a staff member and/or volunteer in a non-profit community sector setting as part of a small team, including demonstrated ability to work both collectively and, where necessary, with initiative and self-reliance.
- Experience working in a legal or other multidisciplinary setting.

E. Employment Conditions

- **Location:** Level 5, 333 Exhibition Street, Melbourne or other locations where required.
- **Hours:** This is a part-time position - 3 days per week - working across Monday to Friday, 9.00 am to 5.00 pm.
- **Salary:** Salary range is negotiable, depending on qualifications and experience, plus superannuation. Attractive salary packaging benefits are also available.
- **Conditions:** The position is a part-time position for a twelve-month period. There will be a 6-month probationary period. Refugee Legal is an Equal Opportunity Employer.
- **Application Process:** written applications must address the selection criteria and be received by 5:00pm on Monday 19 January 2026. Applications should be addressed to "The Executive Director", marked "Private & Confidential", and sent by email to linda@refugeelegal.org.au .