



# RAILS

Refugee and Immigration  
Legal Service

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## SENIOR INTAKE OFFICER RECRUITMENT PACKAGE

### 1. ABOUT RAILS

The Refugee and Immigration Legal Service (RAILS) is a Community Legal Centre (CLC) that provides highly specialised legal assistance and legal education in the area of immigration and refugee law. RAILS has operated for over 40 years assisting some of the most disempowered and vulnerable people in our community to provide them with access to justice.

RAILS is based in West End, Brisbane and provides services throughout the State.

RAILS works predominantly with people who have experienced domestic violence, people who have applied or need to apply for refugee visas in Australia after fleeing violence in their home countries and with refugees who are applying for their family members to reunite with them in Australia.

RAILS staff are expected to work professionally and as a team, and to demonstrate the flexibility often required by a community organisation. Staff members are responsible to each other, the Executive Director and the Management Committee.

RAILS is a member of Community Legal Centres Australia and is registered as a Charity with the Australian Charities and Not-for Profit Commission.

### 2. ABOUT THE POSITION

Job Title	Senior Intake Officer
Hours	7.6 hours/day, 5 days/week
Salary	Level 3.2 Social Community, Home Care and Disability Services (SCHCADS) Award plus superannuation (pro-rata) Salary sacrifice is available as RAILS has PBI status
Responsible to	Operations Manager
Direct reports	Nil
Contract term	This position is permanent

### 3. POSITION DESCRIPTION

#### Overview

The Senior Intake Officer role at RAILS is a full-time position within a small and fast-paced team. The Senior Intake Officer is the most senior member of the admin team and oversees the timely and appropriate intake of clients for the range of RAILS programs.

The role requires an enthusiastic, flexible and detail-orientated person who enjoys supporting the successful delivery of various programs to migrants, refugees and asylum seekers and who is able to effectively communicate with people who are Culturally and Linguistically Diverse and who experience several layers of disadvantage.

This role is of fundamental importance to the delivery of excellent legal services by RAILS and contributes to positively changing client's lives forever.

### Primary responsibilities

The items listed are indicative and not exhaustive.

Administration and Business systems, including:

- a. Overseeing and managing client intake for RAILS' various programs
- b. Conducting conflict checks
- c. Administrative opening and closing of case files
- d. Working closely with the Operations Manager to contribute to the development and improvement of internal processes

Data management, including:

- a. Creation of services within RAILS' practice management tool, CLASS
- b. Assisting with the audit of RAILS' records to ensure RAILS compliance with risk management systems and data collection obligations
- c. Assisting in the preparation of reports for funding bodies
- d. Monitoring the processing of services within RAILS and addressing issues in a timely manner
- e. Regular review of the processes developed to support client intake

Supporting the delivery of excellent volunteer management, including:

- a. Assisting in the provision of training and induction to new administration team volunteers

Personal effectiveness, including:

- a. Setting priorities and completing tasks in a timely manner cognisant of importance and urgency
- b. Contributing to the success of the team by supporting and encouraging other team members
- c. Developing own knowledge and competencies
- d. Practicing and encouraging the organisation's expected attitudes and behaviour

## **4. SELECTION CRITERIA**

### Essential skills/experience

- a. Demonstrated experience in working with the public efficiently, ethically and professionally
- b. Demonstrated experience working in a fast-paced environment and effectively managing competing priorities
- c. Demonstrated experience in effectively communicating with culturally and linguistically diverse people and with disadvantaged and vulnerable people
- d. Demonstrated experience working with data bases
- e. Ability to work efficiently as part of a team, to follow directions and to work independently
- f. Excellent communication and interpersonal skills
- g. Excellent computer skills, including sound knowledge of MS Office 365
- h. Commitment to social justice

### Desirable skills/experience

- a. Understanding of and experience using CLASS

- b. Ability to exercise self-care and identify strategies to cope in situations of stress and pressure.
- c. Demonstrated experience working in a community organisation

## **5. DIVERSITY AND INCLUSION**

RAILS is committed to being a culturally safe and inclusive organisation and has policies in place to create and maintain appropriate work practices and a respectful work environment. Aboriginal and Torres Strait Islander people and otherwise culturally and linguistically diverse people are encouraged to apply for this role.

Please let us know if you would like us to share our Cultural Safety for Aboriginal and Torres Strait Islander People Policy with you before applying for this role by emailing [cristina.prieto@rails.org.au](mailto:cristina.prieto@rails.org.au).

If you are Aboriginal and/or Torres Strait Islander or otherwise culturally and linguistically diverse and would like to speak to us about the role requirements and your application before applying, please email [cristina.prieto@rails.org.au](mailto:cristina.prieto@rails.org.au).

This recruitment process is strictly confidential and information about your application will not be shared with anyone outside of the organisation.

## **6. APPLICATION PROCESS**

To apply for this role, please send your application by email to [cristina.prieto@rails.org.au](mailto:cristina.prieto@rails.org.au).

Applications must include:

- Your resume (CV)
- Letter addressing the selection criteria and your suitability for the role (3 pages maximum).

Applications for this role will close at 5pm on Monday, 7<sup>th</sup> November, and interviews will be conducted between the 8<sup>th</sup> and the 11<sup>th</sup> of November.