



Position Title: Casework and Expert Content Coordinator

Reporting to: Impact Manager

Team/Department: Impact

Location: Based in Sydney Action Centre. The role may involve international/interstate/regional travel as required.

Hours: 45 hours per fortnight

Grade: Level 6

Effective Date: 18 March 2019

Position Overview: The Casework and Expert Content Coordinator is responsible for the coordination of high impact human rights work, delivered through a structured volunteer program.

This work is delivered through generating issue-based content for range of purposes based on existing expert information (Expert Content) and coordinating responses to cases of people reporting human rights violations and people seeking assistance with applications made in Australia for refugee status (Casework).

This role is responsible for coordinating and supervising the interns who deliver this work, and ensuring that these highly skilled volunteers are motivated and fulfilled in their work with Amnesty.

The Casework and Expert Content Coordinator is Amnesty International Australia's (AI Australia's) adviser on refugee processes and related policies, and will liaise with government departments and other stakeholders including universities on behalf of the organisation. The role also maintains key relationships with staff in the International Secretariat and other Amnesty International Sections in order to ensure access to accurate and up-to-date human rights information.

Main Responsibilities:

- Recruit, train and supervise the casework/expert content volunteer team
- Initial assessment of cases and requests for assistance and response including referral to other Amnesty offices and/or relevant external organisations
- Liaising with the Department of Home Affairs officials and refugee sector concerning human rights concerns regarding individual cases
- Source accurate information on human rights issues in Australia and globally
- Prepare draft briefs, speaking notes and other communication
- Establish and maintain and sources of information both externally (e.g.



universities) and within the global Amnesty movement

- Document cases and requests for assistance or referral to other Amnesty staff or external agencies as appropriate
- Manage the casework and expert content systems
- Monitor, evaluate and report on the casework and expert content programs
- Producing and delivering communications as relevant to the role, using a range of channels and technologies
- Performing the role to a high standard within agreed timelines, and in line with AI Australia's vision
- Other tasks within your skills and competence as required

**Essential
Qualifications, Skills
and Experience:**

- High level communication & interpersonal skills - EI - (written, face to face, telephone, social media)
- Expertise in international human rights law and its application in Australian domestic law
- Demonstrated breadth of experience in casework dealing with a range of people from marginalised groups seeking assistance, including preferably experience with asylum seekers and Aboriginal and Torres Strait Islander people
- Strong interpersonal skills and the ability to communicate with people from culturally diverse backgrounds
- Demonstrated experience in working with clients with complex issues and potentially confronting case histories
- Demonstrated skills in clear written documentation
- Demonstrated ability to coordinate the work of volunteers and interns
- Familiarity with human rights issues and social change methods and tactics, including experience of mass mobilisation, activism and organising techniques
- Demonstrated experience in or commitment to working with rights holders

**Desirable
Qualifications, Skills
and Experience:**

- Relevant tertiary qualifications in law, social work or related disciplines

Key Relationships

- Impact Manager (direct supervisor)
- Refugee Advisor
- Supporter Engagement and Fundraising colleagues
- Colleagues in the wider Impact team
- Rights-Holder Communities
- Academics and other experts

How we work:

In meeting the responsibilities set out in this Position Description, all AI Australia staff are expected to:

- Facilitate, empower and enable the active participation of rights holders
- Be a positive advocate for Amnesty and our work, demonstrating our values of Empowerment, Integrity, Persistence and Courage
- Demonstrate emotional intelligence and a commitment to excellence in your interactions with colleagues, supporters, stakeholders and members of the public
- Always act in the interest of members and supporters



- Work with and empower volunteers, activists and members
- Implement the principles of Equal Employment Opportunity and actively contribute to growing a more diverse and inclusive Amnesty
- Understand your Work Health and Safety (WHS) responsibilities and ensure the health, safety and wellbeing of yourself and others at work
- Contribute to the quality and hygiene of organisational data and protect privacy
- Produce and deliver communications that are relevant to the role, using a variety of communications channels and technologies
- Develop understanding of human rights issues and social change methods and tactics, including experience of mass mobilisation, activism, organising, fundraising and campaigning techniques

About Amnesty International Australia

We are an independent, global movement that campaigns courageously for human rights for everyone.

We're ordinary people from all walks of life, using our passion and commitment to bring torturers to justice, change oppressive laws and free people imprisoned just for voicing their opinion.

We're independent of any government, political ideology, economic interest or religion to ensure we can speak out on human rights abuses wherever they occur.

We stand for equality, justice, freedom, and human dignity and uphold these values:

- **Empowerment** – we build people power
- **Persistence** – we are resolute in pursuit of our goals
- **Integrity** – we hold ourselves to the highest standards
- **Courage** – we are fearless in upholding human rights

Every day we move closer to a world where human rights are enjoyed by all.

Acceptance

Name: _____

Signature: _____

Date: _____

