



<b>POSITION DESCRIPTION</b>	
<b>POSITION</b>	Migration Agent
<b>REPORTS TO</b>	Manager – Settlement and Communities
<b>DIRECT REPORTS</b>	Nil
<b>POSITION SUMMARY</b>	The Migration Agent is responsible for providing migration agent services to vulnerable members of the multicultural community and supporting NSS employees with advice on migration issues impacting on clients
<b>LAST REVIEW</b>	November 2021 (Manager – Settlement and Communities)

## Key Responsibilities and Accountabilities

- Assist vulnerable multicultural community members with compiling and completing migration related forms, including visa applications and supporting forms and documents, and how migration law applies to their circumstances.
- Take migration agent responsibility for some applications, focusing on victims of family violence and humanitarian “split-family” cases.
- Assist clients to lodge their applications for visas, sponsorship and citizenship.
- Provide information and general advice in response to enquiries about migration processes, visa types and related matters.
- Attend hearings at the Administrative Appeals Tribunal and protection visa interviews.
- Share knowledge and advice with NSS employees on migration processes and visa applications as it relates to their work, building their knowledge and capability.
- Engage with clients to provide updates on status of applications and processes as required.
- Liaise with Department of Home Affairs, Administrative Appeals Tribunal and other relevant stakeholders regarding individual client matters.
- Refer client matters to a network of lawyers and migration agents acting on a pro bono basis, as appropriate.
- Undertake related administrative duties, including but not limited to maintaining accurate client records, ensuring confidentiality at all times.
- Maintain familiarity with current legislation and policies as they relate to the migration service.
- Take reasonable care of your own health and safety and take reasonable care that your acts or omissions do not adversely affect the health and safety of other employees or clients.
- Ensure appropriate and respectful workplace behaviour at all times and promote a working environment which is free from discrimination, bullying and harassment.
- Undertake any other tasks, duties or specific projects within your area of skill and expertise, as required by NSS.

## POSITION REQUIREMENTS

### Essential

- Registration as a migration agent with the Office of the Migration Agents Registration Authority, or relevant expertise as a lawyer working in the migration field



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- Sound knowledge of migration laws and related processes.
- Ability to collaborate with others, provide and accept advice and assistance from colleagues to meet common goals.
- Ability to communicate complex processes in relatable terms to different audiences, and use an interpreter as needed.
- Demonstrated highly developed written and verbal communication, negotiation and analytical skills
- Commitment to excellence, safety, innovation and continuous improvement.
- Demonstrated strong time management skills and ability to work unsupervised
- Reliable and prompt with a professional, neat and tidy appearance.

## Desirable

- Experience working in the Not-For-Profit sector.
- Experience with working with culturally and linguistically diverse (CALD) communities

## SIGN OFF

I understand the Position Description as set out above and agree to fulfill the tasks and responsibilities to the best of my ability for Northern Settlement Services Limited.

<b>Print Name</b>			
<b>Signature</b>		<b>Date</b>	
<b>Manager Name</b>			
<b>Manager Signature</b>		<b>Date</b>	