

Migration Caseload and Engagement Officer (Locally Engaged Designate)

AGENCY	Department of Home Affairs
POSITION NUMBER	PPDIBP03
POSITION TITLE	Migration Case and Engagement Officer
CLASSIFICATION	LE4 Designate
SECTION	Home Affairs
REPORTS TO (TITLE)	First Secretary Home Affairs

About the Department of Home Affairs

The Department of Home Affairs is a central policy agency, providing coordinated strategy and policy leadership for Australia's national and transport security, federal law enforcement, criminal justice, cyber security, border, immigration, multicultural affairs, emergency management and trade related functions.

Immigration Programs Division delivers the permanent migration and temporary visa programs to maximise the long-term economic and social benefits to Australia across the Skilled, Family and Resident Return visa programs, and through Temporary entry to support tourism, education and international relations.

Program and Engagement Overview

The Phnom Penh Offshore visa processing and integrity teamwork in collaboration with visa and integrity teams in Australia as part of a global caseload risk and integrity network. The primary role of the Caseload Risk and Integrity team is to identify tactical, entity or caseload specific risks in the programs processed in their location.

About the position

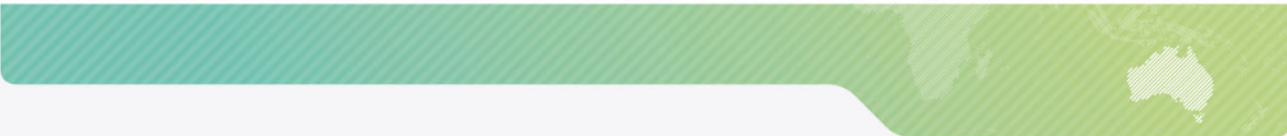
With general direction, and within established procedures, legislation and policies, Migration Case and Engagement Officer (MCEO) undertakes a range of duties including visa citizenship processing and delegated decision making, providing guidance and being a point of escalation for Visa Processing Officers (VPOs) and the performance of procedural, clerical and administrative tasks.

The MCEO also works to established policies and procedures to analyse visa and citizenship caseloads for integrity issues and liaises with national, provincial and communal level officials regarding identification and official documents.

The MCEO is also responsible for stakeholder engagement including supporting the Home Affairs First and Second Secretary with interpretation at meetings and events and in providing Khmer language information sessions and training.

The key responsibilities of the position include, but are not limited to:

- Act on direction from the First and Second Secretary of Home Affairs and provide guidance to visa program officers in decision making and visa program integrity risks.
- Maintain compliance with the Code of Conduct and perform uphold the Australian Public Service Standards as required by Australian government
- Assess visa applications and apply legislation to make delegated decisions in line with Home Affairs regulations and policy.

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- Foster and maintain strong working relationships with regional visa delivery teams
 - Develop and maintain relationships with local authorities and key stakeholders.
 - Assist with managing the delivery of visa referrals from the global visa delivery network.
 - Undertake targeted integrity assurance tasks and analyse information to identify common characteristics or trends within caseloads.
 - Contribute to the preparation and dissemination of fraud profiles, integrity alerts and trend analysis and update systems and report on findings to support VPO decision making.
 - Undertake field visits and accompany and support the First and Second Secretary to stakeholder meetings.
 - Prepare and undertake client interviews, record notes, and develop recommendations.

Qualifications/Experience

- Candidates must be able to obtain and maintain an Australian security clearance and must therefore hold citizenship of Australia, Canada, New Zealand, the USA or the United Kingdom and be entitled to work at a diplomatic mission in Phnom Penh.
- Written and oral language skills in English.
- Demonstrated understanding and/or experience in the application of government legislation and processes and the capacity to interpret and apply both Australia and Khmer legislation and policy to support good decision making.
- Demonstrated ability to develop professional stakeholder relationships at a working level and exercise good judgement in identifying and declaring potential conflicts of interest.
- An ability to quickly learn and analyse new computer-based systems for the recording of notes and decisions, the analysis of trends and the detection of fraud.
- Demonstrated ability to set priorities and organise workloads to achieve outcomes and meet deadlines as part of a high performing team.
- A high level of personal drive and integrity and the ability to work flexibly and adapt to changing requirements.