

Position Description – Phnom Penh Post, July 2019

Agency	Department of Home Affairs
Position number	DIBP04
Title	Migration Case Officer
Classification	LE 4
Section	Immigration and Border Protection
Reports to (title)	Senior Migration Officer (SMO)

About the Department of Home Affairs (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.

The Department of Home Affairs protects Australian borders and manages the movement of people and goods across them, contributing to achieving three principal government outcomes of strong national security, a strong economy, and a prosperous and cohesive society.

Our diverse portfolio includes managing migration, humanitarian and citizenship policy and programs, and keeping Australia secure through border management and facilitating travelers and goods crossing the border.

About the Position

Migration Case Officer will make decisions on Australian visa applications in accordance with relevant laws and policies, within stated processing times, and client service standards.

- Manage, assess and decide outcomes for visa applications of varying degrees of complexity.
- Conduct quality assurance activities, including reviewing case assessments and recommendations made by visa case officers.
- Provide on-the-job training and mentoring for visa case officers to develop their decision making and written communication skills.
- Undertake investigations and integrity checks in relation to applications in accordance with departmental policy, and provide input to integrity reports.
- Provide guidance to other case officers on the interpretation of legislation and policy
- Conduct client interviews.
- Produce a range of written materials and policy advice including visa decision records and client correspondence.
- Identify and escalate complex or sensitive cases to senior staff.
- Liaise with internal and external stakeholders on moderately complex operational and administrative matters and represent the agency at a range of local events.
- Undertake a range of client contact duties, including responding to client enquiries in person, by telephone and in writing.
- Analyse data and prepare reports for A-based officers.
- Contribute to section work plans and operational objectives, supporting the management of resources as required and initiating work practice improvements as necessary.
- Maintain records and use information stored on departmental systems.
- Provide administrative support as directed.