



Position Description

Classification:	APS 5
Position Title:	Detention Status Resolution Officer (SRO) – Immigration Compliance Group
Position Number:	Multiple
Group/Division:	Immigration Compliance Group / Character, Cancellation and Case Resolution Division
Branch/Section:	Status Resolution Network / Various
Reports to:	APS 6 Detention Status Resolution Manager
Location:	Adelaide Immigration Detention Centre, Kilburn, SA Brisbane Immigration Detention Centre, Logan Central, QLD Melbourne Immigration Detention Centre, Broadmeadows, VIC Villawood Immigration Detention Centre, Villawood, NSW Yongah Hill Immigration Detention Centre, Northam, WA
Security Classification:	Baseline

Section Overview

The Status Resolution Network (SRN) delivers targeted services to people seeking to resolve their immigration status while in the community or held detention. The SRN contributes to the integrity of Australia's migration program by facilitating immigration outcomes for non-citizens, while managing risk to the community. These non-citizens are often at the end of their immigration pathway, and can fall into higher risk categories with vulnerabilities or character concerns that need to be intensively managed.

Within the SRN, Detention Status Resolution teams are responsible for encouraging and supporting detainees to take responsibility for the resolution of their immigration status and to manage their own affairs as far as possible. We ensure that our detainees who are most vulnerable or who have complex issues receive the appropriate degree of individualised support while their immigration status is resolved. We engage with a wide range of internal and external stakeholders when monitoring and coordinating required services to manage and overcome identified barriers to status resolution. The overarching objective is to obtain immigration outcomes, or resolution of status, for individuals in held immigration detention in a lawful, timely, fair and reasonable manner.

Position Summary

Detention Status Resolution Officers (DSROs) occupy unique positions based at Immigration Detention Centres (IDCs) in Australia. They contribute to migration program integrity through proactive identification, management and resolution of detainees' immigration status whilst reducing risk of physical, economic and social harm to the Australian community. Detention Status Resolution Officers use a range of tools and services to ensure cases progress to a status resolution outcome in a lawful, timely and appropriate manner.

Detention Status Resolution Officers undertake complex activities, under limited direction, to address and resolve barriers impacting a detainee's immigration status. DSROs manage a caseload of detainees and are their key point of contact with the department. Among other duties, DSROs are required to work directly with detainees to undertake interviews, ensure applications are complete, obtain further information where necessary, and provide ongoing liaison and support to empower them in resolving their status resolution barriers.

Specific Duties / Responsibilities

Typical duties of Detention Status Resolution Officers may include:

- Interview and relay complex and difficult messages in relation to immigration pathways to detainees with a view to resolving their immigration status.
- Engage with a range of internal and external stakeholders at level regarding case progression and represent the Department more broadly with professionalism and tact.
- Maintain accurate records of a broad range of cases and update internal tools and systems in order to keep clear and legal, audit trails for internal and external scrutiny.
- Assess and apply the level of intervention required to resolve detainee status including obtaining an immigration history and identifying client needs (e.g. health/welfare vulnerabilities).
- Develop and implement detainee case plans that outline an expected immigration pathway and key events along that pathway, with the aim of resolving detainee's status.
- Identify and escalate sensitive cases and issues where appropriate.
- Participate in internal review forum including the detention review committee (DRC), to provide context and information on detainee's cases being managed whilst identifying and escalate sensitive cases and issues where appropriate.

Mandatory Role Requirements

- The ability to interpret and apply legislation and policy to resolve complex enquiries.
- The ability to undertake a logical and balanced decision making process and provide justification for that decision within defined parameters.
- Ability to adapt communication style to client or situation – well-developed interpersonal skills to facilitate and promote positive interactions with detainees, peers and stakeholders.
- The ability to work quickly, manage competing priorities effectively and meet tight deadlines.
- Initiative, flexibility, resourcefulness, resilience and the ability to work effectively both independently and as part of a team.
- Displays integrity and a high ethical standard, is self-aware and accountable for own actions.
- Ability to provide support and guidance to colleagues in a constantly changing, complex and politically sensitive environment.
- Experience in client contact and/or decision making environment.
- Develop and convey a working understanding of Department of Home Affairs' policies, procedures and guidelines

Mandatory Core Capabilities

This position has been assessed in accordance with the APSC Role Evaluation Framework. To perform the job successfully, an individual should demonstrate the capabilities, skills and knowledge, and adhere to all relevant aspects described by:

[Work Level Standards](#)

[ILS - A guide to the Integrated Leadership System](#)

[Home Affairs Professional Standards and Integrity Framework](#)

[APS Legislative Requirements](#)

[APS Values and Code of Conduct](#)

Eligibility

To be eligible for this role and work for the Department of Home Affairs you must:

- Be an Australian Citizen.
- Obtain and maintain the required AGSVA security clearance.

Allowances

As these positions are based at immigration detention centres, holders may be eligible to receive departmental allowances under the Enterprise Agreement, depending on their circumstances, as listed below:

All Immigration Detention Centres:

- Detention Centre Allowance (Annual) – If operational requirements necessitate entry into the secure area of an IDC more than 50% of the week, the annual rate of \$12,400 may be payable (fortnightly) or
- Detention Centre Allowance (Daily) – If operational requirements necessitate entry into the secure area of an IDC but less than 50% of the week, the daily rate of \$58 may be payable on occurrence.

Specific to Yongah Hill Immigration Detention Centre, Northam, WA:

- Sub-Regional Allowance – If located more than 50km from YHIDC, the sub-regional allowance of \$15,000 per annum (pro rata depending on usual days on site) may be payable.