

### **Job Vacancy: Community Outreach Coordinator**

Asylum Access, an international refugee rights organization, seeks a motivated and dynamic refugee rights advocate to lead its Community Legal Empowerment (CLE) program in Kuala Lumpur, Malaysia.

Asylum Access Malaysia (AAM) has been at the forefront of the provision of legal services and community legal empowerment to refugees in Malaysia since its launch in 2014. AAM's CLE program aims to empower refugees to understand and assert their rights by facilitating Know-Your-Option workshops, supporting community-led initiatives, as well as providing training for outreach workers to provide basic information to their communities. The Community Outreach Coordinator will have the unique opportunity to be part of the only refugee legal aid organization in Malaysia, with rapidly-expanding services, and will be working in the context of a challenging, evolving and fast-paced environment. She/he will play a lead role in growing AAMs CLE program to reach out to, and empower more refugees in Malaysia.

The ideal applicant will be a community outreach specialist, with experience in building and implementing strategies to understand and empower marginalized communities based on their unique needs and strengths. She/he will preferably have experience working specifically with refugee communities; a demonstrated ability to design and successfully implement empowerment programs; excellent inter-personal skills and be able to work in a diverse and cross-cultural organization. Fluent professional English and ability to speak Malay are essential.

The Community Outreach Coordinator's key responsibilities will include:

- **Developing, implementing and regularly evaluating strategies** for community outreach and empowerment in consultation with the Country Director;
- **Strengthening relationships with, and understanding refugees community needs:** Continuing to develop outreach strategies to access new communities; maintaining regular communication and cultivating relationships with existing communities; and conducting regular needs assessments with NGO partners and CBOs to identify areas for legal and other support;
- **Developing creative and effective approaches to facilitate access to refugees human rights:** this includes identifying new partnerships with private and public institutions, organizations and networks to facilitate access to rights through referrals; creating and implementing CLE sessions (such as Know Your Options workshops) to refugee community groups;
- **Facilitating refugee-led empowerment initiatives:** Based on refugees' needs, resources and skills, creating spaces for and supporting unique and innovative refugee-led programs to assist refugees access their human rights, including right to movement, livelihoods, security, humanitarian aid, education, and social services;
- **Expanding AAM's interpreter program:** Responsible for overseeing and growing AAMs interpreter program, including through recruitment, training and professional development; and

## TITLE

### Asylum Access (Page 2 of 3)

- **Developing AAM's community outreach worker program:** In close coordination with the Refugee Case Manager, develop and oversee the community outreach worker program.

In addition, the Community Outreach Coordinator will also be responsible for:

- Reporting regularly to the Director and Headquarters on the scope, nature, quality and challenges of AAM's community empowerment program;
- Assisting with the completion of monitoring and evaluation tools, including the annual and quarterly reports;
- Developing and overseeing the CLE program's proper adherence to office protocols and procedures, including organizational database, case maintenance and reporting;
- Playing the lead role, in cooperation with other relevant staff, in recruiting, training, and supervision of CLE staff and volunteers;
- Working with the Country Director to support local, regional and international advocacy initiatives.

#### **Reporting:**

The Community Outreach Coordinator will report directly to the AAM Director for all work responsibilities and professional development.

#### **Qualifications**

- University degree in any field, with a preferable specialization in social work
- At least 2 years experienced working with refugees or other vulnerable populations in Malaysia on community outreach and empowerment programs
- Excellent inter-personal skills and comfortable working with and supervising people of different backgrounds and cultures
- Resourceful, motivated and able to work independently
- Positive, creative and solutions-oriented. Proven ability to develop innovative responses to rapidly changing community structures, needs and resources
- Interest and ability to work with a variety of constituencies, including government officials, NGOs and community based organizations
- Excellent written and oral communication skills including the ability to diversify approach when working with different cultural communities. Ability to speak fluent Malay and English essential. Additional language skills such as Arabic, Urdu, Burmese, Farsi/Dari, and Tamil are an advantage.
- Experience working within Malaysia; understanding of Malaysian socio-political systems
- Enthusiastic about the mission, vision, and approach of Asylum Access

#### **Salary and benefits:**

Asylum Access offers a salary package that is locally competitive and commensurate with the successful applicant's experience and qualifications. The incumbent will be entitled to EPF and SOCSO contributions and will also receive health benefits and generous annual leave.



## TITLE

### Asylum Access (Page 3 of 3)

#### **How to apply:**

Applicants should send their CV and letter of interest to [aam.hiring@asylumaccess.org](mailto:aam.hiring@asylumaccess.org) with “**Community Outreach Coordinator - Malaysia**” in the subject line. The deadline for applications is **22 July 2016**. **Applicants must have legal permission to work in Malaysia.** Only candidates selected for interviews will be contacted.

#### **About Us:**

Asylum Access is an innovative non-profit founded to make refugee rights a reality in Africa, Asia and Latin America. Asylum Access envisions a world where refugees are seen as people with rights, not just people with needs. Asylum Access believes that by empowering refugees to assert their human rights, we can support the creation of effective, lasting solutions for refugees around the world.

We help refugees assert their fundamental rights using four integrated tools: Individualized legal counsel and/or representation, community legal empowerment, policy advocacy, and strategic litigation. With offices on Ecuador, Thailand, Tanzania, Malaysia, Mexico and Panama we provided direct legal assistance to over 20,000 refugees last year alone.

