



**UNHCR**

United Nations High Commissioner for Refugees  
Haut Commissariat des Nations Unies pour les réfugiés

**UNHCR Regional Representation**

Regional Office for Australia, New Zealand,  
Papua New Guinea & the South Pacific  
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**PROTECTION CLERK / RECEPTIONIST  
DUTIES**

- Provides support to the Protection (Legal) Unit to achieve refugee protection objectives and ensure the effective administration of the Unit.
- Is responsible for receiving and responding to general refugee information requests and screens enquiries from external parties regarding individual asylum-seekers and refugees. In consultation with the Senior Protection Officer and Associate Legal Officers, provides information as appropriate on legal and resettlement cases.
- Maintains records and files for the Protection Unit.
- Assists in the compilation and preparation of various reports, including monthly updates and annual protection reports.
- Assists in the preparation of notes and reports and in the drafting, finalization, and dispatch of correspondence.
- In co-ordination with the Protection Unit, prepares and keeps updated statistics relating to refugees and asylum-seekers in the region of responsibility.
- Performs reception duties such as answering telephones, referring calls to the appropriate section for follow-up, taking messages, greeting visitors to the office and fielding enquiries in the first instance.
- Replaces Secretary to Regional Representative during absence.
- Registers and dispatches mail.
- Organizes meetings, travel and other administrative arrangements for the Protection Unit.
- Provides assistance with administration of interns (selection and support).
- Performs other duties as required.