



Client Support & Community Engagement Officer (SETS Program)

- ✓ **Part Time Fixed Term 21 hours p/wk**
 - ✓ **Above award wages**
- ✓ **Attractive not-for-profit salary packaging options**
 - ✓ **Additional paid wellbeing leave**
- ✓ **Flexible and hybrid working conditions**

Metro Assist Limited (formerly Metro Migrant Resource Centre) is committed to social justice and empowering our clients to achieve their full potential in life. We provide settlement services to newly arrived migrants and refugees, employment support to jobseekers facing certain barriers, family support to families with children, tenancy advice and advocacy support to the renters, financial counselling and emergency relief support to people going through financial hardships and undertake community development and education projects and initiatives to empower the communities from diverse background. More information about us is available on our website: www.metroassist.org.au

About the Role

Metro Assist is seeking to recruit a Client Support and Community Engagement Officer for its Settlement service provided under the SETS (Settlement, Engagement and Transition Support) Program.

The SETS program aims to empower newly arrived migrants and refugees in their settlement journey to feel safe and secure, achieve health and well-being, actively participate in society, connect with their culture and community, and enjoy equal rights and opportunities. This program supports eligible clients during the post arrival period, especially for those who lack family or community support.

The position is responsible for providing case work and capacity building support to clients and families from refugee and migrant backgrounds in the Inner West and Canterbury Bankstown areas. It involves collaborating with mainstream and other services to address client needs while supporting the SETS Domestic and Family Violence (DFV) Specialist, Youth Specialist, and Community Capacity Building Project Officer in strengthening local services and communities. The role focuses on addressing challenges faced by migrants and refugees, advocating for culturally informed practices, and contributing to community capacity building. Key program activities include casework, referrals, outreach, organising group activities and community education sessions, and engaging with stakeholders in collaboration with the SETS and Employment service team members.

The role must adhere to both the SETS and Metro Assist reporting requirements and guidelines including a comprehensive understanding of the organisation's privacy and information security policies; and must remain informed of any program, policy, legislative and service changes as they develop

If you are passionate about supporting newly arrived migrants and refugees, and have relevant skills and experience, we invite you to join our team.

A full position description is available on our website <http://www.metroassist.org.au/get-involved/work-with-us.htm>

The salary is based on the SCHCADS Award with Above Award rates of pay, generous salary packaging options are available to increase your take home pay, additional paid leave days are provided to all staff, and flexible/hybrid working options are available to support work life balance. The successful applicant will also benefit from ongoing support & supervision and have access to our confidential Employee Assistance Program offering a range of wellbeing supports.

Essential Selection Criteria

- Tertiary qualifications in social work, community services, or a related field.
- Demonstrated experience in delivering client services within community service settings.
- Strong understanding of the challenges faced by newly arrived migrants and refugees during their settlement journey in Australia.
- Proven ability to collaborate with diverse stakeholders to design and implement programs that build skills and capacity for clients and communities.
- Comprehensive knowledge of 'person-centred' service delivery principles and the framework of the Settlement Engagement and Transition Support (SETS) Program.
- High level of cultural competency in working with diverse communities.
- Excellent communication and interpersonal skills, both verbal and written.
- Strong administrative and organisational abilities, with keen attention to detail.
- Proficiency in computer literacy
- Ability to work collaboratively and effectively as part of a team.
- Valid driver's license and access to a vehicle with comprehensive insurance.

Desirable Selection Criteria

- Bilingual in Chinese/Mandarin.
- Personal experience or lived experience relevant to the role.

HOW TO APPLY

Applications close on **16 March 2025** and must be submitted to:

recruitment@metroassist.org.au Your application must address each of the selection criteria and include:

- A cover letter.
- Statement against selection criteria.
- A current resume including your full name, postal address and contact number.
- Two of the most recent work-related referees stating names, positions and contact details.

For enquiries regarding this position, please contact Michelle Aldred (Human Resource Manager) on (02) 9789 3744 or email: recruitment@metroassist.org.au

Please note that only shortlisted applicants will be contacted and previous applicants need not apply.

Metro Assist is an Equal Opportunity Employer and supports an inclusive approach in the workplace. We celebrate our diversity and welcome applications from all cultures, ages, religions, genders, LGBTQIA+ people, Aboriginal and Torres Strait Islander peoples, and people with disabilities.

All offers of employment are subject to a satisfactory National Police Check and provision of a current Working with Children Check.

The successful applicant will be required to provide evidence of appropriate legal rights to work in Australia.