



# metro assist

## Family Support Caseworker

- ✓ **Full Time 12 month Fixed Term (35 hrs p/wk)**
- ✓ **Attractive not-for-profit salary packaging options**
- ✓ **Flexible hybrid working conditions**

**Metro Assist Limited** (formerly Metro Migrant Resource Centre) is seeking an experienced Family Support Caseworker to be part of a vital service that makes a real difference to the wellbeing of families. Our team is primarily based in Campsie and conduct home visits within the Inner west LGA's funded through the Department of Family and Community Justice.

Metro Assist is committed to social justice and empowering our clients to achieve their full potential in life. We provide settlement services, employment support, family services, emergency relief, tenancy advice, financial counselling and undertakes community development projects and initiatives. More information about us is available on our website: [www.metroassist.org.au](http://www.metroassist.org.au)

### About the Role

The Family Support Caseworker will adhere to child protection guidelines and provide quality person-centred approaches to clients through case management and support, assessing the strengths and needs of the child and family, including any risks, planning, and coordination of a variety of appropriate supported services and referrals. They will aim to meet the individual child's needs while monitoring and evaluating the effectiveness of the services being delivered. A holistic approach is to be taken in providing a supportive role when assisting parents, children, or young person in improving their parenting skills and creating a safer environment for their children.

A function of the role is also to undertake activities to implement case plans for client and families including information and advice, support, advocacy, and referrals to relevant agencies or specialist services, and skills development to help the client and family achieve outcomes. The role is also responsible for building cohesion, inclusion and wellbeing across all communities and empowering CALD, LGBTQIA+ diverse communities and Aboriginal and Torres Strait Islander peoples.

The Caseworker will maintain professional development in relation to identified best practices, understanding and apply reporting requirements including Mandatory Reporting and other legislative requirements. They will also ensure that all reporting and case files (paper based and electronic) are of the highest standard, and data is protected to ensure client's information is private and confidential.

### Specific Responsibilities

Working collaboratively with families and young persons in their own home, community centre or in group situations, the Family Support Caseworker will provide the following supports to help families achieve their goals;

- Build relationships within practice and legislative frameworks to create change in families and keep children and young people safe
- Develop and maintain networks and relationships with key stakeholders to deliver appropriate services for children, young people and families

- Participate and contribute to a culture of continuous learning and professional development to ensure practice knowledge and skills are contemporary and evidence-based
- Model ethical and curious casework that is responsive to the changing needs of children, young people and families
- Share decision making with family and key stakeholders about children and young people to ensure that there is an appropriate balance between the risks, safety and wellbeing
- Deliver accountable and collaborative casework that respects the culture and context of each child, young person, family and community and is based on timely sharing of accurate information to ensure that the support meets their identified needs
- Using child focused strengths based models in casework to improve outcomes
- Improve the understanding of challenges that childhood and child development bring for the family
- Undertake intake, assessments, establish achievable goal plans with families and risk assessments
- Provide information, referral, and advocacy to support families to receive appropriate services.
- Support families to improve their communication and confidence in the community
- Educate families on the range of services they can access and improve their independence

Caseworkers will deliver services in accordance with organisational policies, procedures and code of conduct; relevant legislative frameworks; and in accordance with conditions identified in funding agreements.

**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. 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.**

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

### **Essential Selection Criteria**

1. Qualification in social work, social sciences or related discipline
2. Experience providing casework to children, young people and or families
3. Demonstrate your understanding of the issues affecting families, including homelessness, mental health, drug and alcohol and domestic violence
4. Experience working with families with child protection concerns from disadvantage CALD and migrant communities
5. Strong interpersonal skills and demonstrated experience in developing professional and interagency relationships
6. Proven ability to maintain accurate and thorough case notes and complete reporting requirements to the highest standard
7. Experience and understanding of administrative, accountability and data management processes associated with case management
8. Current full drivers license and access to a vehicle with comprehensive insurance
9. NSW Working with Children Check Clearance & Criminal Record Check
- 10. Bilingual in Chinese/Mandarin**

### **Desirable Selection Criteria**

- Ability to write succinct and accurate reports and to communicate effectively with team members, management and Departmental officers
- Accreditation in Triple P and other parenting programs

## HOW TO APPLY

Applications close **16 February 2025** and must be submitted to: [recruitment@metroassist.org.au](mailto: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 on (02) 9789 3744 or email: [recruitment@metroassist.org.au](mailto:recruitment@metroassist.org.au)

**Please note only shortlisted applicants will be contacted. 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.***