



metro assist

Settlement, Employment and Tenancy Programs Manager

- An exciting senior leadership opportunity within a purpose driven Not-for-Profit
- Attractive above Award salary (commensurate with experience)
- Attractive Not for Profit salary packaging options
- Flexible and hybrid working environment
- Full time fixed term contract

About us

Metro Assist Limited is a purpose and value driven organisation, and we provide vital community service supports that makes a real difference to the wellbeing of individuals, families, and communities. We work with newly arrived migrants and refugees, families experiencing vulnerabilities, people experiencing financial hardship, domestic violence, and homelessness issues.

Our values are:

- Caring – We have compassion for our clients, colleagues, and community.
- Respect – We treat everyone with dignity and respect.
- People focus – We put people at the centre of all that we do.
- Integrity – We act with integrity and honesty.
- Accountability – Each of us is responsible for our own work, actions, and decisions.

More information about Metro Assist is available on our website www.metroassist.org.au.

About the role

The role leads and oversees a diverse portfolio of human services and programs, including Settlement Services, Employment Services and the Tenancy Advice and Advocacy Program.

Metro Assist's Settlement services are aimed at helping migrants and refugees settle successfully into Australian life. Employment programs include the Dress for Work social enterprise, Refugee Employment Support, and the ParentsNext program. These services aim to enhance vulnerable jobseekers' employability skill and employment outcomes through skills development, professional attire fitting (for men), mentoring, and access to training, education and job opportunities. Southern Sydney Tenants Advice and Advocacy Service (SSTAAS) promotes social justice through the provision of free tenancy advice, information, advocacy, tribunal representation and education to disadvantaged renters.

The role requires navigating the complex landscape of social service delivery and funding environments, ensuring that programs meet the community's evolving needs and are delivered in a holistic and person-centred manner. Key responsibilities include leading and supporting program team leaders to build a cohesive team, ensuring service delivery performance is in line with contractual requirements and organisational policies, driving improvements in service practices, establishing and maintaining strategic

partnerships, and engaging in sector development and policy advocacy initiatives within the scope of the programs. Additionally, the role focuses on stakeholder engagement and fostering the growth of the programs within the area of responsibility.

If you have the above skill sets, your values are aligned with ours and you are passionate about the successful delivery of an organisation's mission and strategic objectives then we would love to hear from you!

Additional paid wellbeing leave days are provided to all staff, and generous salary packaging options are available to increase your take home pay. The successful applicant will benefit from ongoing support and supervision, and have access to our confidential Employee Assistance Program, offering a range of wellbeing supports.

Essential Selection Criteria:

- Tertiary qualification in a relevant discipline (Community Service Management, Social work/studies, Public Policy, Relevant legal studies or other relevant studies).
- Minimum of five(5) year experience in a similar senior management or executive level role in human services and/or the NFP environment managing multiple service contract portfolios.
- Thorough knowledge of the Refugee and Migrant Settlement and Employment Service Sector and the funding environment and Para Legal support or Homelessness/Housing Support (same or similar to Tenancy Advice and Advocacy Program).
- Extensive people leadership experience, high emotional intelligence, and a demonstrated ability to build a positive and psychologically safe work culture, working relationships and communicate effectively with internal and external stakeholders.
- Demonstrated ability to provide strong leadership and guidance to team members to ensure that services meet funding and organisational objectives.
- Demonstrated ability to comprehend complex human service policy and the service model/landscape, and articulate issues, unmet needs and the service gaps.
- Solid experience in building and nurturing strategic partnerships with the key service partners/stakeholders and strengthen stakeholder relationships.
- Demonstrated ability to develop new business opportunities, successful tender writing and developing strategic program partnerships.

Desirable Selection Criteria

- Change management experience, particularly in relation to leading change, building support, staff buy-in and commitment.

HOW TO APPLY

Applications close 27 September 2024 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 our HR Manager Michelle Aldred on (02) 9789 3744 or email: recruitment@metroassist.org.au.

Please note that only shortlisted applicants will be contacted.

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.