



Family Support Caseworker

- ✓ Part Time Fixed Term (28 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

About the Role

The Family Caseworker operates within the Family Support Team and is funded by the Department of Communities and Justice (DCJ) under the Targeted Earlier Intervention (TEI) Program. The role is responsible for delivering tailored, culturally safe, and trauma-informed case management services to children, young people, and families experiencing or at risk of vulnerability.

Working within a strengths-based, child protection-informed and family-centred framework, the Family Caseworker supports the wellbeing, safety, and development of children and young people by enhancing parenting capacity, reducing risk factors, and building protective factors within families. Services may include home visits, outreach, information, advice and referral, practical support, and warm referrals to internal and external supports.

The position places a strong emphasis on early engagement, family-led decision-making, collaboration with cross-sector services, and supporting culturally and linguistically diverse (CALD) communities through culturally responsive service delivery.

Key Responsibilities

- Deliver client-centred case management to children, young people, and families, including home visits, outreach, assessments, goal planning, and safety planning.
- Identify and respond to risks of child abuse, neglect, and family violence, embedding core components of the Preventing Child Maltreatment Framework in all casework.
- Conduct holistic and strengths-based assessments, incorporating risk and safety frameworks to inform culturally responsive case plans that align with client-identified goals.
- Facilitate family-led, collaborative case planning processes that support parenting capacity, emotional wellbeing, economic stability, and connection to culture and community.
- Collaborate with internal services and external agencies to ensure coordinated, wraparound responses that reflect the evolving needs of families.

- Advocate for clients and make warm referrals to appropriate services, ensuring access to timely, effective supports that meet identified needs.
- Maintain accurate, up-to-date client records in line with data collection and reporting requirements, including use of the Data Exchange (DEX).
- Participate in regular reflective practice, supervision, and training to strengthen practice approaches and comply with relevant legislative frameworks and child safe standards.
- Ensure all work is carried out in accordance with organisational values, policies, DCJ guidelines, and TEI program objectives.

This role is integral in supporting families to create safe, supportive, and nurturing environments for children and young people, with a focus on holistic, client-centered care.

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

- Tertiary qualifications in Social Work, Psychology, Social Science, Community Services or a related field, or equivalent experience.
- Demonstrated experience in case management with vulnerable children, young people, and families, particularly from CALD or marginalised backgrounds.
- Sound knowledge of child protection legislation (including ROSH and Chapter 16A), trauma-informed practice, family violence dynamics, and risk assessment frameworks.
- Ability to develop culturally safe, evidence-informed case plans and maintain effective working relationships with clients and partner agencies.
- Commitment to collaborative, strengths-based, and family-led practice that upholds the principles of dignity, respect, and self-determination.
- Strong written, verbal and interpersonal communication skills, including accurate case documentation and use of electronic case management systems.
- Current NSW Working with Children Check, National Police Check, and valid driver's licence.
- Bilingual skills or lived experience relevant to the CALD communities serviced (Chinese, Arabic, Bengali or Mongolian are preferred).

Desirable Selection Criteria

- Sound understanding of the Targeting Early Intervention framework and ongoing reforms in the sector.

HOW TO APPLY

Applications close 31 October 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 our Human Resource Manager, Michelle Aldred, on (02) 9789 3744 or via email: 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.