



metro assist

Tenancy Intake Worker

(Part Time 21 hrs per week)

- ✓ **Attractive not-for-profit salary packaging options**
 - ✓ Above Award wages
- ✓ **Flexible and hybrid working arrangements**
- ✓ **Convenient Campsie based location**

Metro Assist (formerly Metro Migrant Resource Centre) is seeking an enthusiastic **Tenancy Intake Worker** on a part-time fixed term basis to join our dynamic organisation which is committed to making a positive impact in people's lives.

About us

Metro Assist's vision is to achieve a socially just society that respects individuality, dignity and diversity and provides avenues for all people to fulfil their potential. We work with individuals, families and communities of diverse backgrounds including migrants and refugees, and support in their efforts to become resilient and empowered through our range of services.

We provide refugee settlement support, employment services, family services, emergency relief, tenancy advice, financial counselling and undertakes community development projects and initiatives. More information about Metro Assist is available on our website www.metroassist.org.au

About the role

The role is a part time position, 3 days per week and based in our Campsie Head Office. Southern Sydney Tenants Advice and Advocacy Service (SSTAAS) provides information and advice to tenants on their rights and obligations as residential tenants. The primary function of the service is the delivery of a telephone information service to tenants within the identified catchment area. This service is supplemented by a casework service which can include representation to The NSW Civil and Administrative *Tribunal* (NCAT) and Housing Appeals Committee (HAC), or advocacy on behalf of tenants to formal complaint bodies such as the NSW Ombudsman or Registrar of Community Housing. The Service provides assistance to a range of residential tenants including those in the private rental market; social housing; tenants in residential parks; boarders and lodgers.

The Tenancy Intake Worker will provide telephone information to tenants on their rights and obligations; and will refer those tenants needing intensive assistance and advocacy to the tenant advocates within the SSTAAS team.

A full position description is available on our website Work With Us | Metroassist.org.au

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, and additional paid wellbeing leave days are provided to all staff. 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 relevant studies; or equivalent knowledge and experience.
- Willingness to complete the Tenants Union training, Tenancy Advice and Advocacy.
- Demonstrated experience in information provision.
- Demonstrated ability to deliver culturally and linguistically appropriate services.
- Advanced IT skills – proficient in the Microsoft Office suite of products.
- Well-developed ability to multitask and prioritise with strong attention to detail.

Desirable Selection Criteria

- Minimum 12 months working experience in TAAS preferred.
- Bilingual in a community language is desirable.

HOW TO APPLY

We aim to appoint the right person to this role as quickly as possible to ensure a smooth transition. For this reason, we encourage you to apply early, as we will consider interviewing suitable candidates prior to the closing date.

Applications close 13 November 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 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.