



POSITION DESCRIPTION

Position Title	Settlement Services Monitoring & Evaluation Officer
Employment Status	Part Time (28 hrs p/wk) – Fixed Term Contract until 30 June 2026
SCHCADS Award	SCHADS Award Level / Level to be determined based on experience
Reporting to	SETS Team Leader and Manager Settlement, Employment and Tenancy Programs
Directly Supervising	Nil, but provides guidance to volunteers, students, and project staff as required
Work Area	Canterbury-Bankstown and Inner West LGAs
Office location	Campsie, Bankstown and other sites as required (including hybrid working arrangements)
Date Prepared	November 2025
Employment Conditions	Position is subject to a Working With Children Check and National Police Check

Position Summary

This role supports the effective delivery and continuous improvement of Metro Assist's Settlement Engagement and Transition Support (SETS) Program. The position helps ensure services are responsive, effective, and based on accurate data and community insights.

Working closely with the Manager, Settlement, Employment and Tenancy and SETS Team Leader and program staff, the role involves collecting and analysing data, monitoring service quality and outcomes, and helping identify areas for improvement. It also supports the team with program planning, evaluation, and stakeholder engagement activities to strengthen the impact of settlement services for newly arrived migrants and refugees.

The Settlement Engagement and Transition Support (SETS) Program is an Australian Government initiative funded by the Department of Home Affairs. The program assists newly arrived migrants and humanitarian entrants to successfully settle and participate in social, economic, and civic life in Australia.

Key responsibilities include:

1. Research & Data Analysis

- Collate, analyse, and interpret demographic, settlement, and migration trend data, including emerging cohorts.
- Conduct desk-based and participatory research to identify gaps in services and emerging community needs.
- Support the effective use of internal data capture and client management system and departmental system, ensuring data accuracy, consistency, and quality compliance.
- Prepare high-quality reports, data summaries, and briefings for internal management, funding bodies, and external stakeholders

2. Program Quality, Monitoring, Evaluation & Reporting

- Design and implement program monitoring and evaluation tools (surveys, trackers, outcome frameworks, feedback forms).
- Collate and interpret data, preparing draft reports demonstrating output, outcomes and impact.
- Support contract compliance by contributing to timely and accurate narrative and data reporting for funding bodies.
- Work collaboratively with the Program Team Leader to embed evaluation and outcome measurement into program practice.

3. Project & Team Support

- Provide support for SETS program planning, service reviews, and strategic initiatives.
- Coordinate specific projects and community engagement activities in line with the Annual Work Plan.
- Provide guidance to volunteers and student placements, as required.
- Support the development of submissions, tenders, and grant applications to diversify funding.

4. Stakeholder Engagement & Communication

- Support the SETS Team Leader with internal and external stakeholders, including service providers, research partners, and government agencies.
- Develop and disseminate research findings and program learnings in accessible formats.
- Contribute to the promotion and visibility of SETS through communication and community engagement activities.

5. Organisational Contribution & Compliance

- Ensure adherence to Metro Assist policies, procedures, and codes of conduct, including privacy and information security requirements.
- Participate in continuous improvement initiatives, identifying opportunities to strengthen program design and delivery.
- Support a culture of collaboration, respect, and evidence-informed practice across the organisation.
- Undertake other duties as required by the SETS Team Leader or Manager.

Key Relationships

- **Internal:** Manager, Settlement, Employment and Tenancy, SETS Team Leader, SETS caseworkers and specialists, Manager Settlement, Employment and Tenancy Programs, wider Metro Assist teams.
- **External:** Funding bodies (e.g., Department of Home Affairs), research institutions, community organisations, government agencies, interagencies, sector networks.

KEY RESPONSIBILITY AREAS

CORE RESPONSIBILITIES	ROLE REQUIREMENTS	KEY PERFORMANCE INDICATORS (KPI)	WEIGHTING
Vision, Mission and Values	- A broad working knowledge of the Vision, Mission and Values of Metro Assist and its services. - A broad understanding of the organisation's strategic directions. - An understanding of the objectives and roles of other relevant organisations (community, government, for-profit and peaks), and the interrelationships and implications for Metro Assist. - Contributes to organisational values and promotes a positive organisational culture	- Articulates and promotes the organisation's vision, mission and values within the context of programs and more broadly. - Enhances organisational knowledge and capacity within the team and areas of responsibility. - Adapts targets and strategies within the relevant areas of responsibility according to policy and funding environments	Not applicable
Practices / Safety / Standards	Adheres to and can articulate Metro Assist policies and procedures, service delivery standards, staff conduct, code of conduct and all relevant government legislation (eg WH&S) and relevant standards.	Is conversant with Metro Assist's policies and procedures, codes of conduct and relevant legislation and safe work practices and applies the policies effectively in own practice.	

Continuous Improvement	• Suggests changes to improve quality in own work area and makes agreed changes. • Identifies opportunities for improvement and suggests amendments to documentation/processes. • Participates and contributes to the development of innovative approaches to client service delivery.	• Identifies and recommends changes to procedures, protocols and work systems. • Participates in providing solutions to problems associated with specific areas of responsibility. • Contributes to discussions around client service practices and trends. • Attends training and workshops and keeps work knowledge up to date.	
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	• Identifies problems in relation to client service delivery and able to identify the consequences in relation to service delivery, and seek appropriate assistance.	• Actively participates team meetings as appropriate. • Feedback from staff and stakeholders.	
Interpersonal Skills and Communication	• Deals regularly and promptly with correspondence, email and telecommunication enquiries from partners; clients; suppliers or external organisations. • Able to address performance issues • Able to resolve conflict. Uses positive engaging techniques while dealing with partners, clients and staff. • Deals with emerging crises and seeks more experienced support where necessary. Has effective listening skills and seeks, provides and/or shares information in an appropriate and respectful manner.	• Communicates effectively and in a timely manner with clients, stakeholders, and respects confidentiality. • Is aware of organisational protocols relating to partnership communication and conflict resolution and follows when required. • Is able to show empathy and use assertive and listening skills while dealing with clients and staff. • Maintains a respectful and professional approach towards positive relationship with stakeholders, staff and clients. • Feedback from partners, internal and external stakeholders.	

Experiences/Qualifications/Professional Development	• Minimum degree qualification in relevant studies and equivalent knowledge and experience.	• Provides certified proof of qualifications/ and or experience. • Participates in professional development opportunities in line with Metro Assist policies and procedures; and program guidelines.	
FUNCTIONAL RESPONSIBILITIES			WEIGHTING
Stakeholder Relationship and Engagement	• Support the SETS Team Leader in maintaining effective relationships with internal and external stakeholders. • Participate in interagencies, networks, and community forums to gather insights and share research findings. • Build collaborative links with local services, councils, and community groups to strengthen SETS projects and research outcomes. • Represent Metro Assist in working groups or consultations as directed.	• Actively participates in a minimum of 3–4 stakeholder or community forums per quarter. • Provides timely feedback and summaries from external forums to the SETS Team Leader. • Demonstrates evidence of contributions to collaborative projects or shared initiatives.	
Business Planning Development	• Assist in identifying small grant or project opportunities relevant to SETS. • Provide research and evidence to support service planning, innovation, and development. • Contribute to the drafting of funding submissions, concept notes, and program briefs.	• Contributes research inputs to at least 2 funding submissions or planning documents annually. • Delivers data or evidence summaries for business planning within agreed deadlines. • Identifies at least 2 emerging trends or opportunities per year through research.	

Data Management & Reporting	• Accurately input and maintain program data in internal and departmental databases and other systems. • Assist with the design and delivery of evaluation tools (surveys, outcome trackers, feedback forms). • Collate and analyse data to inform reports and program evaluation. • Draft reports, case studies, and evaluation summaries for internal and external stakeholders.	• 100% of internal and departmental databases data entries completed on time and error-free. • Minimum of 3 research or evaluation briefs/reports produced annually. • All reporting tasks completed to agreed timelines and quality standards.	
Compliance	• Comply with Metro Assist's information security, privacy, and confidentiality policies. • Ensure all research and reporting activities align with ethical and organisational requirements. • Attend mandatory compliance and information security training. • Report any suspected or actual breaches promptly. • Complies with Metro Assist information security policy, standards, plan and procedures relevant to program area. • Ensures the security and protection of information assets under the custody.	• Demonstrated compliance in annual internal audits. • Attendance to security awareness training and prompt follow up on ISM improvement instructions. • Reports and responds to any suspected or actual security breaches.	

Administration	• Provide administrative support for SETS projects, planning, and reporting. • Prepare correspondence, meeting notes, and briefing materials as required. • Maintain accurate records, documentation, and filing. • Assist in coordination of community events, workshops, and forums.	• Administrative tasks completed accurately and within deadlines. • Accurate records and filing maintained for all assigned projects. • Supports delivery of at least 2 community events/workshops per quarter.	
<u>Special Projects/Tasks</u> As and when required by [CEO/Manager/Team Leader]	• Undertake specific research, evaluation, or project tasks as directed by the SETS Team Leader. • Support the monitoring and evaluation of pilot initiatives. • Document and share learnings from special projects.	• At least 2 special projects/research tasks completed annually within agreed scope and timeframe. • Contributes to evaluation reports with clear, evidence-based findings. • Project learnings shared internally or externally as required.	

Decision Making Authority

You are responsible for fulfilling your duties within the framework of legislative requirements and Metro Assist Limited's policies and procedures. Issues are usually resolved without reference to your immediate supervisor but matters that arise which are outside the policy framework or matters which may potentially escalate to the detriment of Metro Assist Limited should be reported to your immediate supervisor.

Endorsed by: CEO November 2025

Employee Acknowledgement

I acknowledge the following:

- I have read and discussed this position description with my manager; and
- I understand the position objectives, key tasks, responsibilities and performance standards.

Employee Name: _____

Employee Signature: _____

Date: _____