



Settlement Engagement & Transition Support (SETS) Generalist Worker

- **Part time fixed term contract (21 hrs per week to 30 June 2026)**
 - **Attractive not-for-profit salary packaging options**

Metro Assist Limited (formerly Metro Migrant Resource Centre) has an exciting opportunity for a motivated and experienced settlement support worker to join our Settlement and Employment team.

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 Settlement Engagement & Transition (SETS) program aims to assist newly arrived migrants and refugees to become self-reliant, and participate fully in the broader community. This position will work in collaboration with team members in the Settlement and Employment Team to implement activities that target eligible SETS target groups in the Canterbury-Bankstown and Inner West areas.

This will be achieved through casework, referrals and group information and education sessions. Community development will be facilitated by assisting community groups to organise, identify needs and plan services to assist their settlement. The project will work in partnership with mainstream service providers to improve client access to these services.

The salary is based on the SCHADS 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 community service or social science (minimum Diploma in Community Services)
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- Proven understanding of challenges newly arrived migrants and refugees may face in their settlement journey in Australia
- Proven understanding of current services and providers in the settlement, community, family services sector
- Understanding of 'person-centred' case management and casework experience in a cross-cultural context
- Experience in organising community based group activities
- Excellent communication and interpersonal skills
- High level of administrative, organisational skills and attention to details
- Strong computer literacy skills
- Current driver's license and access to a vehicle with comprehensive insurance; willingness to work across Metro Assist's sites in Bankstown and Campsie
- Prepared to undergo a National Police and Working with Children Check

Desirable Selection Criteria

- 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 23 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 Human Resource Manager, Michelle Aldred, on (02) 9789 3744 or email: recruitment@metroassist.org.au.

Please note 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.
