



SETS Monitoring & Evaluation Officer

- ✓ **Part Time Fixed Term (28 hrs p/wk) to 30 June 2026**
- ✓ **Attractive not-for-profit salary packaging options**
 - ✓ **Flexible hybrid working conditions**

Metro Assist Limited (formerly Metro Migrant Resource Centre) is seeking an experienced Project & Research Officer to be part of a vital service that makes a real difference to the lives of refugees and newly arrived migrants.

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

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.

Key Responsibilities

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

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.

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.

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.

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.

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 [Work With Us | Metroassist.org.au](https://metroassist.org.au/work-with-us)

Essential Selection Criteria

- Tertiary qualifications in Social Sciences, Community Development, Research/Evaluation, or related field.
- Demonstrated experience in research, data analysis, and program evaluation within a community service or settlement context.
- Strong understanding of the challenges faced by newly arrived migrants and refugees in Australia.
- Proven ability to prepare high-quality reports, data summaries, and written communication for diverse audiences.
- Demonstrated project management skills, including planning, coordination, and delivery of projects.
- High-level interpersonal and stakeholder engagement skills, with ability to represent the organisation externally.

- Strong organisational, administrative, and IT skills, including database management and data reporting.
- Ability to work collaboratively within a multidisciplinary team and exercise initiative with minimal supervision.
- Valid driver's licence and access to a comprehensively insured vehicle.

Desirable Selection Criteria

- Lived experience of migration or refugee background.
- Experience in grant writing or contributing to funding proposals.

HOW TO APPLY

Applications close 7 December 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.