



POSITION DESCRIPTION

Position Title	Settlement Engagement and Transition Support (SETS) – Generalist Worker
Employment Status	Part Time Fixed Term (21 hours p/wk)
SCHCADS Award	SCHCADS Award Level 4
Reporting to	Settlement Engagement and Transition Support (SETS) Program Team Leader
Directly Supervising	Volunteers and Student Placements
Work Area	Canterbury-Bankstown and Inner West LGA
Office location	Campsie, Bankstown and other sites as required
Date Prepared	November 2025
Employment Conditions	Position is subject to a Working With Children Check and National Police Check

Position Summary

The Settlement Engagement and Transition Support (SETS) program aims to assist newly arrived migrants and refugees to become self-reliant and participate fully in the broader community. The position will work in collaboration with team members in the Settlement and Employment Team to implement activities that target eligible SETS target groups across 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 SETS Generalist Worker must adhere to both the SETS and Metro Assist reporting requirements and guidelines including a comprehensive understanding of the organisation's privacy and information security policies; and must remain informed of any program, policy, legislative and service changes as they develop.

KEY RESPONSIBILITY AREAS

CORE RESPONSIBILITIES	ROLE REQUIREMENTS	KEY PERFORMANCE INDICATORS (KPI)	WEIGHTING
Vision, Mission and Values	Has a comprehensive knowledge of the Centre's vision, mission and values as well as its strategic plan and its application within the community context.	Understands and articulates significance of Centre's Vision, Mission, Values and strategic plan; be able to apply them in client services and representation at/to external agencies including external interagencies and working parties.	Not applicable
Practices / Safety / Standards	- Adheres to Policies and Procedures, Code of Conduct and all relevant government legislation (eg: WHS) and relevant standards. Adopts a professional approach to practice including: client representation, financial reporting. - Adheres to SETS program guidelines - Has an understanding of the Service's standards in relation to client representation and conflict of interest.	- Is conversant with Centre's procedures, Codes of Conduct and relevant legislation and safe work practices. - Can effectively apply the Centre's policies and procedures in relation to safety and standards in both the Centre's workplaces and outreach workplaces located in external agencies. - Participates in risk assessments and WHS training and activities. - Effectively applies program guidelines and work practices.	
Leadership/Teamwork	- Able to work with low level of supervision and escalates issues as appropriate. - Works collaboratively across Settlement and Employment Team, other Metro Assist staff and with SSI colleagues. - Provides guidance to volunteers/students on	- Actively participates in discussions within the Service on casework issues relevant to settlement and women matters. - Makes effective referrals to other areas and programs.	

	work placements where appropriate • Understands the techniques of conflict resolution within the work environment.	- Demonstrates initiative and participates in the development of Service submissions/responses to settlement issues and working parties. - Demonstrates initiative and participates in team problem-solving. - Works collaboratively with colleagues across the organisation to raise awareness of the programs	
Continuous Improvement	• Has an understanding of the elements of continuous improvement in relation to provision of settlement services to newly arrived migrants and refugees; including why the process is undertaken; how information and data is gathered and assessed; and how continuous improvement is applied. • Participates and contributes to the development of innovative approaches to client service delivery. • Resolves problems in relation to client service delivery and foresees the consequences in relation to service delivery.	- Participates in service reviews, development and planning functions. - Contributes to team discussions around services, program knowledge, trends and best-practices. - Attends training and conference and provides feedback to the Team.	
Interpersonal Skills and Communication	• Effectively and positively engages with other staff of the Service; other Teams within the Centre and with external agencies.	- Communicates effectively and in a timely manner with clients, internal and external stakeholders, and respects confidentiality.	

	• Demonstrate a capacity to represent the Service and Centre in a range of forums, external agencies, Interagencies; and working parties. • Demonstrate a capacity to build and maintain a network of contacts within the Centre; Settlement, Migrant and Refugee Network and external agencies and effectively collaborate with those agencies to assist with resolving client issues. • Deals with emerging crises and seeks more experienced support where necessary. • Able to resolve conflict with assistance. • Has effective listening skills and seeks, provides and/or shares information in an appropriate and respectful manner.	- Communicate effectively through a range of media, including written, oral and electronic systems. - Is able to research and collate relevant information and prepare or contribute to reports. - Is aware of organisational protocols relating to conflict resolution. - Effectively uses existing Networks to initiate and engage in discussions relevant to settlement and refugee issues. - 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. - Client feedback, complaints and retention rates.	
Experiences/Qualifications/Professional Development	• Minimum of vocational qualification in relevant studies; or equivalent knowledge and experience.	- Presents qualifications and experience as part of the recruitment process.	

FUNCTIONAL RESPONSIBILITIES	ROLE REQUIREMENTS	KEY PERFORMANCE INDICATORS (KPI)	WEIGHTING
Client Services and Case work	• Understands the principles of person-centred service delivery and the principles underlying SETS programs. • Has a solid understanding of SETS program eligibility and services • Has a comprehensive understanding of the needs of those from culturally diverse backgrounds, disabilities and low levels of literacy in a range of Settlement Outcome areas, including Housing, Health, Justice, Transport, Civic Participation and Family • Develops professional competence in the provision of advice on settlement issues to new migrants and refugees and other workers in relation to telephone advice and face-to-face	- Can provide information, advice and/or referral on settlement and community capacity building issues in accordance with the principles of plain English. - Uses good listening skills to ensure that the needs of the client are identified as part of the advice provided. - Ensures that the service is accessible and provides a safe and friendly environment to clients. - Has a working knowledge of complex clients needs and utilises appropriate tools and protocols to assist in delivery of services such as interpreting services and disability support arrangements.	

	advice as needed. • Able to provide referrals to other services as appropriate. • Ensures clients have access to the Service's and Centre's complaint processes. • Be informed and have an up to date knowledge of legislation and government policies relevant to the settlement of new migrants and refugees. • Develops professional competence when advocating for client needs and/or pursuing formal complaint with government bodies on behalf of clients.	- Makes appropriate and effective referrals to internal and external services and programs. - Adheres to relevant policies and guidelines relating to clients consent, and authorities to act. - Makes appropriate judgement on client intake and eligibility. - Completes all essential training provided by SSI and funding body. - Attends services forums as and when necessary. - Discusses case allocation and caseload with Team Leader and executes the role with competence. - - Feedback from clients and stakeholders.	
Data Management and Reporting	• Has a thorough working knowledge of CDS system and database. • Has a thorough understanding of the need for record keeping and filing systems. • Report to Manager Settlement Employment Services day-to-day and through regular	- Enters client information onto the CDS database on a weekly basis. - Maintains a diary for client appointments. - Opens and maintains client files in accordance with the Service's policies on client files and record keeping.	

	supervision sessions • Completion of other program specific reporting requirements	- Provides timely and accurate reports, case notes and data to Team Leader and to the Funding body. - Contributes information and data for reports to the Metro Assist Board. - Feedback from clients and stakeholders.	
Community Education and Development	• Understands the principle of community education and development as both an intervention and capacity building tool for clients and other community organisations. • Plans and delivers community education and development initiatives.	- Actively participates in team meetings to identify priorities and planning for community education and development. - Deliver community education and development sessions as requested by the Centre. - Actively deliver and participate in community information sessions as requested by the Centre. - Feedback from clients and stakeholders.	
Compliance	• 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.	- Feedback from staff, funding body and other stakeholders. - Attendance to security awareness training and prompt follow up on ISM improvement instructions. - Reports and responds to any suspected or actual security breaches.	

Business Communications	• Prepares short reports and accurate case notes. • Liaises and participates in discussions with staff and external agencies. • Deals with routine correspondence from external services. • Acts as minute secretary at meetings.	- Responds in a timely and efficient manner to emails, memos and correspondence. - Shares information with team members and other staff, and identifies opportunities to reinforce and promote the program and its activities to clients and stakeholders through a range of mediums (eg: print, website, newsletters). - Is able to write and maintain minutes of meetings. - Feedback from staff and stakeholders.	
Problem Solving/Innovation	• Understands and interprets complicated guidelines/procedures. Resolves problems requiring the practical application of theory.	- Engage in planning with staff, Team Leader, Area Manager and other services to address barriers to client access with the aim of strengthening services.	
Administration	• Prepare payment requisitions related to the program. • Other administration tasks that the program may require	- Accurate and timely completion of program administrative requirements	
<u>Special Projects/Tasks</u> As and when required by [Executive Officer/Manager/Team Leader]	• As and when required by the Manager work on specific projects/events related to the core functions of the ParentsNext program.	- Satisfactory completion of tasks/role within defined scope, specification, time frames and budget.	

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: _____
