



Family Support Caseworker (FTP)

- ✓ **Full time fixed term contract (parental leave replacement to 30 June 2026 with possibility of extension)**
- ✓ **Attractive not-for-profit salary packaging options**
- ✓ **Flexible & hybrid working conditions**

Metro Assist Limited (formerly Metro Migrant Resource Centre) is seeking an experienced Family Support Caseworker to be part of a vital service that makes a real difference to the wellbeing of families. Our team is based in Condell Park and conduct home visits within the Bankstown Liverpool and Fairfield LGA's funded through the Department of Family and Community Justice (DCJ).

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 undertake community development projects and initiatives. More information about us is available on our website: www.metroassist.org.au

About the Role

The Families Together Program (FTP) provides targeted services to families with children who are at high risk of entering, or escalating within, the statutory child protection system. Metro Assist delivers Families programs on behalf of the Department of Communities and Justice (DCJ), specialising in supporting culturally and linguistically diverse (CALD) families across the South West Sydney, Inner Western Sydney, Sydney, Southwestern Sydney.

The Family Support Caseworker works as part of a multidisciplinary team to deliver intensive, home-based, culturally responsive, and trauma-informed casework. The role is central to strengthening parenting capacity, improving family safety, and supporting children to remain safely at home with their families.

Caseworkers provide holistic support through structured home visits, case planning, referrals, advocacy, and skills development. They work collaboratively with families to achieve agreed goals and improve long-term outcomes for children.

The role of the Family Support Caseworker includes, but is not limited to:

Key Responsibilities

- Deliver child and family support through regular home visits, with a focus on engagement, trust-building, and safety.
 - Undertake comprehensive intake assessments, risk and needs assessments, and collaboratively develop case plans with families.
 - Work jointly with the program psychologist to integrate therapeutic goals into casework practice and to support family wellbeing.
 - Maintain an active caseload and achieve program KPI targets, including client engagement, case plan reviews, and outcome measures.
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- Provide culturally safe, strengths-based, and trauma-informed case management that is responsive to the needs of CALD families.
- Facilitate warm referrals and coordinate care with external services (e.g. DCJ, schools, early childhood centres, health services, housing and DFV services).
- Maintain accurate, high-quality case notes, assessments, and outcome reporting using the Community Data Solutions (CDS) system.
- Adhere to all legislative requirements, including Mandatory Reporting obligations, privacy, and child protection standards.
- Actively participate in supervision, reflective practice, and ongoing professional development.
- Contribute to continuous improvement by identifying service gaps, providing feedback, and participating in program reviews.

The salary is based on the SCHCADS Award with Above Award rates of pay and additional paid wellbeing leave days are provided to all staff. Generous salary packaging options are also available to increase your take home pay. The successful applicant will benefit from ongoing support and supervision, and have access to our confidential Employee Assistance Program, offering a range of wellbeing supports.

Essential Selection Criteria

- Demonstrated experience in casework/case management roles in early childhood/family support/welfare sector
- Relevant tertiary qualifications - minimum Degree
- **Bilingual in a community language - preferably Vietnamese/Arabic**
- Experience working with parents and their children from disadvantaged CALD and refugee communities
- Experience and understanding of administrative, accountability and data management processes associated with case management and reporting requirements
- Strong interpersonal and communication skills
- Ability to write succinct and accurate reports
- Demonstrated ability to work independently and collaboratively as part of a team
- Current driver's licence and own vehicle (home visits are required)

HOW TO APPLY

Applications will be reviewed as they are received as we aim to appoint the right candidate as soon as possible 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

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.

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 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.
