



Families and Community Support Team Leader (CAFS & GambleAware Programs)

- ✓ **Full time fixed term contract (35 hours per week) to 30 June 2026**
 - ✓ **Attractive not-for-profit salary packaging options**
 - ✓ **Flexible & hybrid working conditions**
- ✓ **Leadership role within a multidisciplinary program**

Metro Assist and CABL Limited are seeking a **Family & Community Support Team Leader** to support the implementation of the integrated Metro Assist & CABL Family Services structure commencing April 2026.

This role provides practice leadership, supervision and operational oversight across a multidisciplinary team including Family Support Officers, Community Development Officers, a Psychologist and a Family Information & Advocacy Officer, ensuring high-quality, culturally responsive and trauma-informed service delivery.

Metro Assist is committed to social justice and empowering individuals and families to achieve their full potential. We deliver a wide range of community services including family support, settlement services, housing and tenancy support, financial counselling, emergency relief and community development initiatives.

More information is available at www.metroassist.org.au

About the Role

The Family & Community Support Team Leader provides operational leadership across an integrated early intervention service stream, including Community and Family Support (CAFS) and the Office of Responsible Gambling (GambleAware) program.

The role supports a multidisciplinary team delivering early intervention, community strengthening and family support services across multiple program areas. The Team Leader oversees day-to-day service delivery, staff supervision, practice support and program coordination to ensure services are responsive, culturally safe and aligned with organisational and funding requirements.

Working closely with the Family and Financial Inclusion Services Manager, the position plays a key role in embedding the integrated service model, strengthening collaboration across programs and supporting positive outcomes for individuals, families and communities.

The role of the Team Leader includes, but is not limited to:

Key Responsibilities

- Provide day-to-day leadership, supervision and support to a multidisciplinary team across family support, advocacy, community development and GambleAware services.
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- Support staff performance, wellbeing and professional development through supervision and reflective practice.
- Coordinate service delivery to ensure program targets, quality standards and compliance requirements are met.
- Promote collaboration across programs to support an integrated early intervention service approach.
- Lead intake allocation, workload management and case prioritisation in line with program requirements and risk levels.
- Maintain strong working relationships with internal teams and external stakeholders.
- Ensure service delivery aligns with CAFS and GambleAware frameworks, organisational policies and contractual guidelines.
- Provide oversight of risk management, escalation processes and mandatory reporting to support child safety and early intervention outcomes.
- Promote culturally responsive, trauma-informed and strengths-based practice across the team.
- Contribute to audits, reporting, reviews and continuous improvement activities.
- Support workplace health and safety (WHS) practices in line with organisational procedures.

What We Offer

- **Above award rates under the SCHADS Award**
- **Salary packaging to increase your take-home pay**
- **Additional paid wellbeing leave**
- **Ongoing supervision, training, and professional development**
- **Access to our Employee Assistance Program (EAP)**
- **A supportive, values-driven team environment**

Essential Selection Criteria

- Relevant tertiary qualification in social work, psychology, community services, or a related discipline.
- Demonstrated experience leading or coordinating teams within child, youth or family services, or in providing senior guidance, mentoring or practice support to colleagues.
- Strong applied knowledge of child protection legislation, mandatory reporting obligations and early intervention frameworks within community service settings.
- Proven experience providing supervision, case oversight and practice guidance to support safe, effective and high-quality service delivery.
- Demonstrated ability to manage risk, compliance and service quality in line with organisational policies, funding requirements and best practice standards.
- Highly developed stakeholder engagement and relationship management skills, with the ability to collaborate effectively across internal teams and external service systems.
- Demonstrated capacity to manage competing priorities, support staff and lead service delivery within a dynamic and changing operational environment.
- Current driver's licence and access to a vehicle (home visiting required).
- Current Working With Children Check and National Police Check.

Desirable Selection Criteria

- Bilingual or multilingual skills in at least one community language relevant to service areas (e.g. Arabic, Vietnamese, Dari, Farsi, Pashto, Assyrian, Mandarin, Cantonese, or other community languages).
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HOW TO APPLY

Applications close **12 March 2026** 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, and applications that do not address the selection criteria may not be considered.

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.
