

Family Access and Advocacy Officer (CAFS Program)

- ✓ **Full time fixed term contract (35 hours per week)**
- ✓ **Attractive not-for-profit salary packaging options**
- ✓ **Flexible & hybrid working conditions**

Metro Assist and CABL Limited (formerly Metro Migrant Resource Centre) are seeking a skilled and community-focused **Information, Advice & Advocacy Support Caseworker** to join our Family & Financial Inclusion Services team.

Our services support individuals and families experiencing vulnerability by improving access to information, services and community supports through early intervention, advocacy and service navigation. This role sits within the **Community and Family Support (CAFS) program**, which provides accessible early intervention support through information, advice, referrals and short-term advocacy to help individuals and families navigate services and connect with appropriate supports before challenges escalate.

The CAFS program delivers services across the following Local Government Areas: Strathfield, Burwood, Inner West, Canada Bay and Canterbury LGA's, working closely with local communities and partner organisations to improve service access and strengthen community connections, particularly for culturally and linguistically diverse communities.

Metro Assist & CABL Limited operates across Greater Sydney, delivering culturally responsive community services funded by government and community partners.

Metro Assist & CABL Limited 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 Access and Advocacy Officer is part of the Community and Family Support (CAFS) program, providing early intervention support to individuals and families across the Strathfield, Burwood, Inner West, Canada Bay and Canterbury Local Government Areas.

In this role, you will be a key access point for community members seeking support, providing information, practical guidance, advocacy and supported referrals to help people navigate community and government services. You will work with clients experiencing a range of social, financial and service access challenges, helping them overcome barriers and connect with the right supports before issues escalate.

This position focuses on brief intervention and service navigation rather than long-term case management, making it ideal for practitioners who enjoy problem-solving, building community connections and creating immediate, practical outcomes for clients.

Working within a culturally responsive, strengths-based and trauma-informed framework, you will engage clients through phone, outreach and office-based support while collaborating closely with

internal programs and external services to strengthen referral pathways and improve access for diverse communities.

Key Responsibilities

- Provide information, advice and practical guidance to individuals and families experiencing social, financial or service access challenges.
- Undertake intake conversations and needs identification to determine appropriate support pathways.
- Assist clients to navigate community and government services and understand available support options.
- Deliver advocacy support to help clients overcome barriers accessing services and systems.
- Facilitate timely and effective referrals to internal programs and external service providers, including warm referrals where appropriate.
- Provide short-term follow-up support to assist successful connection to services and resolution of presenting issues.
- Maintain accurate and timely case notes, client records and service data in organisational reporting systems.
- Build and maintain strong working relationships with community organisations and stakeholders to strengthen referral pathways.
- Participate in outreach and community engagement activities across CAFS service areas.
- Fulfil Mandatory Reporter responsibilities in accordance with NSW child protection legislation and organisational procedures.
- Participate in supervision, team meetings, reflective practice and ongoing professional development.
- Contribute to achieving program service delivery targets and quality outcomes.

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

- Diploma or higher qualification in Community Services or a related discipline, or equivalent relevant experience.
- Experience providing information, advice, advocacy, intake or referral support within community services.
- Strong understanding of community service systems and ability to connect clients with appropriate supports.
- Experience working with culturally and linguistically diverse (CALD) communities using strengths-based and culturally responsive approaches.
- Strong communication and interpersonal skills with the ability to build effective relationships with clients and stakeholders.
- Ability to maintain accurate case notes and meet service delivery targets.
- Understanding of child safe practices and willingness to fulfil Mandatory Reporter responsibilities.
- Current Driver's Licence, Working With Children Check and National Police Check.

Desirable Language Requirement

- Bilingual or multilingual skills in at least one community language relevant to the CAFS service areas (e.g. Arabic, Mandarin, Hindi, Bengali. Applicants **must clearly state their language(s) and level of fluency in their cover letter and/or resume.**
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HOW TO APPLY

Applications close **19 March 2026** and will be reviewed as they are received. Applications 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

Please note that applications that do not include all required documents may not be considered.

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.
