

POSITION DESCRIPTION

Position Title	Family Access and Advocacy Officer
Employment Status	Full Time Fixed Term (35 hrs p/wk)
SCHCADS Award	SCHADS Award Level 4
Reporting to	Team Leader/Family Service Manager
Directly Supervising	Nil
Work Area	Inner West, Burwood, Strathfield and Canterbury LGAs
Office location	Campsie (primary site) including home/offsite visitation
Date Prepared/Updated	February 2026
Conditions	Position is subject to a satisfactory Working With Children Check and National Police Check

Position Summary

The Family Access and Advocacy Officer provides early intervention assistance to individuals, families and community members through the provision of information, advice, referrals, advocacy and short-term practical support.

Operating within a strengths-based, culturally responsive and trauma-informed framework, the role supports clients to navigate service systems, resolve immediate barriers, and connect with appropriate supports to improve wellbeing and social participation.

The position focuses on brief intervention and advocacy support, rather than ongoing case management, and provides accessible entry points into services through phone, outreach, drop-in and community engagement channels.

Service delivery includes:

- Information, advice and referral
- Advocacy and intermediary support
- System navigation assistance
- Problem solving and practical support
- Supported referrals and service connection

Advocacy and support activities may involve multiple client interactions, while information and advice responses are typically single-session engagements.

Key Responsibilities:

- Provide accurate information, advice and guidance to individuals and families across social, financial and community support needs.
 - Undertake intake conversations and identify presenting needs and appropriate support pathways.
 - Deliver brief intervention support aimed at resolving issues early and preventing escalation.
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- Assist clients to understand available services, eligibility requirements, and access pathways.
- Provide warm referrals to internal and external services ensuring timely engagement.
- Support clients to build confidence and independence in navigating systems.

Advocacy and Support

- Advocate on behalf of clients experiencing barriers accessing services or supports.
- Liaise with agencies and stakeholders to assist in resolving client issues.
- Act as an intermediary between clients and service systems where required.
- Provide short-term follow-up support where advocacy or coordination is needed.
- Facilitate access to material aid or brokerage where applicable.

Intake, Documentation and Compliance

- Maintain accurate client records, case notes and service data in organisational systems.
- Ensure informed consent, privacy and confidentiality requirements are met.
- Record service delivery outcomes in accordance with reporting requirements.
- Work within program guidelines, organisational policies and funding requirements.

Community Engagement and Partnerships

- Build and maintain referral pathways with community and government services.
- Participate in outreach and community engagement activities.
- Promote service awareness and accessibility within local communities.
- Support collaborative relationships to improve coordinated service responses.

Quality Practice

- Apply trauma-informed, strengths-based and culturally responsive practice.
- Participate in supervision, reflective practice and professional development.
- Contribute to service improvement initiatives and team planning activities.

Key Competencies

- Demonstrated experience providing information, advice, referral or advocacy support within community services.
- Ability to assess client needs and respond appropriately within a brief intervention framework.
- Strong understanding of community service systems and referral pathways.
- Ability to work effectively with culturally diverse communities including CALD populations.
- Strong communication, engagement and documentation skills.
- Ability to manage competing priorities within a fast-paced service environment.

This role is integral in supporting families to create safe, supportive, and nurturing environments for children and young people, with a focus on holistic, client-centered care.

KEY RESPONSIBILITY AREAS

CORE RESPONSIBILITIES	ROLE REQUIREMENTS	KEY PERFORMANCE INDICATORS (KPI)
<p>Vision, Mission and Values</p>	<ul style="list-style-type: none"> • Ensures all work aligns with Metro Assist and CABL Vision, Mission, and Values. • Promotes inclusive, trauma-informed services for CALD, Aboriginal, and vulnerable communities. • Makes appropriate referrals to ensure client access to holistic support services. 	<ul style="list-style-type: none"> - Understands and articulates significance of Metro Assist and CABL Vision, Mission and Values. - Adherence to program work plan targets as per funding agreements including funding and team and individual KPIs. - Positive feedback from client and stakeholder surveys.
<p>Practices / Safety / Standards</p>	<ul style="list-style-type: none"> • Adheres to program guidelines, Metro Assist and CABL Policies and Procedures, Code of Conduct, and relevant legislation including WHS, privacy and duty of care obligations. • Participates in outreach and home visits in accordance with organisational safety procedures where required. • Ensures client information and service delivery data are accurately recorded, maintained and reported in line with organisational and funding requirements. • Complies with Metro Assist and CABL information security policies, standards, plans and procedures relevant to the program area. • Maintains the security, confidentiality and appropriate handling of client and organisational information assets. 	<ul style="list-style-type: none"> - Demonstrates understanding of organisational procedures, Code of Conduct, and safe work practices. - Identifies potential risks during service delivery and follows organisational processes to manage or escalate concerns appropriately. - Applies organisational policies, procedures and ethical practice standards in daily operations. - Maintains client confidentiality and privacy in accordance with legislative and organisational requirements. - Receives and responds constructively to feedback from clients and stakeholders to support service improvement. - Participates in required security awareness training and implements information management practices appropriately. - Identifies and reports suspected or actual information security or safety incidents in accordance with organisational protocols.

<p>Leadership/Teamwork</p>	<ul style="list-style-type: none"> • Works collaboratively within a multidisciplinary team to support effective service delivery and achievement of program outcomes. • Contributes positively to team planning, discussions and problem-solving within areas of responsibility. • Demonstrates accountability, professionalism and motivation in delivering high-quality client support services. • Supports a positive team environment through respectful communication and cooperation with colleagues. • Participates actively in team meetings, supervision and program activities. 	<ul style="list-style-type: none"> - Participates in planning and implementing team activities in a timely and effective manner. - Adheres to agreed work plans, service delivery expectations and individual KPI requirements. - Seeks and incorporates feedback from supervisors and team members to strengthen practice. - Demonstrates initiative in managing workload and resolving routine service delivery challenges within established procedures. - Works collaboratively with colleagues and stakeholders to support coordinated client outcomes. - Shares relevant information appropriately to support continuity of care and service coordination. - Participates in family case conferences, contributing to discussions on collaboration, problem-solving, and addressing issues and needs to achieve positive client outcomes.
<p>Continuous Improvement</p>	<ul style="list-style-type: none"> • Contributes to continuous improvement initiatives by identifying opportunities to enhance service delivery practices within the program area. • Participates in service reviews, program development activities and team planning processes as required. • Shares practice observations and feedback to support improved client outcomes and service accessibility. 	<ul style="list-style-type: none"> - Participates in discussions relating to program development, service improvement and practice approaches. - Attends training, professional development and learning opportunities and applies learning to practice.

	<ul style="list-style-type: none"> • Maintains awareness of emerging community needs, service trends and best practice approaches relevant to the role. 	<ul style="list-style-type: none"> - Shares relevant knowledge and insights with team members to support collective learning. - Seeks and incorporates feedback from supervisors, colleagues and stakeholders to improve work practices. - Adapts effectively to changes in procedures, protocols and work systems. - Contributes constructively to organisational change initiatives within scope of the role
Interpersonal Skills and Communication	<ul style="list-style-type: none"> • Communicates professionally with clients, colleagues and external stakeholders to support effective service delivery. • Responds to correspondence and enquiries from community members, service providers and partner organisations in a timely and respectful manner. • Works collaboratively with internal programs and external agencies to support client access to appropriate services. • Uses positive engagement and communication techniques when working with clients from diverse backgrounds. • Builds and maintains effective working relationships that support referral pathways and service collaboration. • Contributes information and updates to support program reporting and service coordination activities. 	<ul style="list-style-type: none"> - Communicates effectively and respectfully with clients and stakeholders while maintaining confidentiality and privacy requirements. - Researches and gathers relevant information to support client assistance, referrals and service responses. - Follows organisational protocols relating to communication, feedback and conflict resolution. - Provides accurate information and input for internal and external reporting requirements as requested. - Supports coordinated client outcomes through information sharing, advocacy and appropriate referrals. - Demonstrates culturally responsive communication practices when working with diverse communities.
Experiences/Qualifications/Professional Development	<ul style="list-style-type: none"> • Diploma in Community Services, Social Sciences or related discipline, or equivalent demonstrated experience delivering information, advice, referral and advocacy support within community services. 	<ul style="list-style-type: none"> - Presents and provides certified copies of qualifications and relevant experience as part of the recruitment process

	<ul style="list-style-type: none"> • Demonstrated capability to work within established practice frameworks and procedures, using judgement to respond to client needs and escalate concerns appropriately. 	<ul style="list-style-type: none"> - Participates in professional development in accordance with Metro Assist and CABL policies and procedures - Attends required training relating to privacy, information security, WHS, cultural safety and safe service delivery.
FUNCTIONAL RESPONSIBILITIES		
Client Services	<ul style="list-style-type: none"> • Responds to a range of client enquiries and presenting needs by providing information, advice, advocacy and supported referrals. • Undertakes client engagement and needs identification to determine appropriate service pathways and support options. • Communicates with clients using a culturally responsive, strengths-based and person-centred approach to support informed decision-making. • Provides practical assistance and problem-solving support to help clients navigate community, government and specialist service systems. • Maintains a strong working knowledge of internal programs and external community services to facilitate timely and appropriate referrals. • Supports clients to understand available options, eligibility requirements and access pathways to services. • Provides short-term follow-up or advocacy support where required to assist clients to successfully connect with services. 	<ul style="list-style-type: none"> - Ensures services are accessible, welcoming and responsive to diverse community needs. - Delivers information sessions or resource sharing in community settings where required by the Team Leader or FFISM. - Applies strengths-based and culturally responsive engagement practices when working with individuals and families. - Makes appropriate and effective referrals to internal and external services and programs. - Applies sound judgement during intake and eligibility screening in accordance with program guidelines. - Ensures informed consent processes are followed and clients understand the supports being provided. - Maintains accurate and up-to-date client records and service data in organisational systems. - Works towards service delivery targets in line with program work plans, funding agreements and KPIs.

		<ul style="list-style-type: none"> - Contributes to positive client outcomes through timely communication and coordinated referrals.
Case work/Case Management	<ul style="list-style-type: none"> • Identifies client needs through intake conversations and brief needs identification to determine appropriate support pathways. • Provides advocacy support to assist clients experiencing barriers accessing services, systems or supports. • Facilitates warm referrals to internal and external services to promote timely engagement and continuity of support. • Supports clients to understand available options and make informed decisions about accessing services appropriate to their needs. Provides short-term follow-up support where required to assist successful connection to services and resolution of presenting issues. • Builds rapport and trust with clients through respectful, strengths-based and culturally responsive engagement practices. • Works collaboratively with internal programs and external agencies to support coordinated service access while maintaining clear role boundaries. • Escalates complex, high-risk or ongoing case management needs to appropriate programs or senior practitioners where required. 	<ul style="list-style-type: none"> - Manages client engagement and service activity within program guidelines and under general supervision. - Maintains accurate and timely case notes and service records within organisational data systems (CDS/DEX or equivalent). - Follows organisational procedures relating to intake, referrals, follow-up and service closure. - Provides timely updates and information to Team Leader or FFISM regarding service delivery matters. - Ensures documentation and reporting requirements are completed in accordance with organisational and funding standards. - Contributes to positive client outcomes through effective advocacy, information provision and service navigation support.
Family / Community / External Agencies Relationships	<ul style="list-style-type: none"> • Supports clients to access community services, social supports and participation opportunities through information provision, advocacy and referrals. • Assists clients to navigate community and government systems by facilitating connections with appropriate services and supports. 	<ul style="list-style-type: none"> - Facilitates client engagement with services and community support networks through supported referrals and follow-up where required. - Maintains positive and professional relationships with partner agencies to enhance collaboration and referral opportunities.

	<ul style="list-style-type: none"> • Develops and maintains effective working relationships with internal programs and external agencies to strengthen referral pathways and improve service access. • Works collaboratively with community organisations and stakeholders to support coordinated responses appropriate to client needs and role scope. • Promotes awareness of available services and supports community engagement through outreach and service connection activities. 	<ul style="list-style-type: none"> - Works flexibly and responsively to meet diverse community needs, including outreach and community-based service delivery where required. - Demonstrates culturally responsive practice when engaging with individuals, families and communities. - Contributes to strengthening referral pathways that support timely access to services.
Community Development/Capacity Building/	<ul style="list-style-type: none"> • Supports community engagement activities that promote awareness of available services and improve access for individuals and families experiencing vulnerability. • Contributes to community capacity building through participation in group information sessions, outreach activities and service promotion initiatives. • Applies community development principles to support inclusive, accessible and culturally responsive service delivery. • Participates in local interagency networks and community forums to strengthen collaboration and referral pathways. • Identifies emerging community needs and service access barriers and shares observations with the team to inform service responses. 	<ul style="list-style-type: none"> - Assists in the delivery of group information sessions or community-based activities as directed by the Team Leader or FFISM. - Participates in relevant interagency meetings and local service networks to support collaboration and information sharing. - Contributes knowledge and feedback to support ongoing program learning and improvement. - Supports team events, outreach activities and community engagement initiatives. - Maintains records of community engagement activities and feedback in accordance with organisational requirements. - Demonstrates awareness of local community trends impacting service access and client wellbeing.
Stakeholder relations	<ul style="list-style-type: none"> • Maintains positive and professional working relationships with local services, interagency groups and community stakeholders to support effective service delivery and referral pathways. 	<ul style="list-style-type: none"> - Participates in relevant service networks and interagency meetings to strengthen collaboration and service connections. - Applies a strengths-based and culturally responsive approach when engaging with clients, families and community stakeholders.

	<ul style="list-style-type: none"> • Represents the organisation in a professional manner during interactions with clients, community members and partner agencies. • Works collaboratively with internal programs and external services to support coordinated access to supports for clients. • Supports client engagement with external agencies and services through information sharing, advocacy and supported referrals. • Promotes awareness of available services and encourages community participation where appropriate. 	<ul style="list-style-type: none"> - Shares appropriate program information with stakeholders to support understanding of available services. - Contributes positively to maintaining the organisation's reputation through professional communication and conduct.
Cultural knowledge	<ul style="list-style-type: none"> • Demonstrates understanding of the experiences, barriers and service access challenges faced by people from culturally and linguistically diverse (CALD), refugee and Aboriginal and Torres Strait Islander communities. • Delivers services in a culturally respectful, inclusive and accessible manner, adapting communication and engagement approaches to meet diverse client needs. • Supports equitable access to services by identifying and addressing cultural, language or systemic barriers impacting client participation. 	<ul style="list-style-type: none"> - Demonstrates cultural sensitivity and adapts communication approaches to ensure clients understand information, advice and available support options. - Engages bilingual staff, interpreters or culturally appropriate supports where required to facilitate effective communication. - Applies culturally responsive and strengths-based practice when working with individuals, families and communities. - Seeks and incorporates feedback from clients and stakeholders to inform culturally safe practice and service improvement.
Compliance/Reports	<ul style="list-style-type: none"> • Complies with organisational, program and funding body compliance and reporting requirements. 	<ul style="list-style-type: none"> -

	<ul style="list-style-type: none"> • Maintains accurate and timely client records, case notes and service data in accordance with organisational procedures and reporting standards. • Uses designated internal and external reporting systems (e.g., CDS/DEX or equivalent) to record service delivery activities and outcomes. • Supports implementation of updated compliance and reporting processes as directed by the Team Leader or FFISM. 	<ul style="list-style-type: none"> - Provides timely and accurate documentation, reports and data updates to the Team Leader or FFISM in line with program requirements. - Follows intake, engagement and service delivery procedures within established program guidelines and timeframes. - Escalates operational issues, risks or service delivery concerns through appropriate supervision and reporting channels. - Contributes to achieving individual and team service delivery targets and KPIs. - Ensures client information is recorded accurately and maintained in accordance with privacy, confidentiality and information security requirements. - Participates in organisational data collection, evaluation activities and feedback processes where required. - Adapts to program, policy and operational changes in a flexible and professional manner. - Complies with relevant legislation, organisational policies and codes of conduct applicable to service delivery. - Consults with the Team Leader or FFISM where appropriate and makes reports to the Department of Communities and Justice (DCJ) when reporting thresholds are met.
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<p>Business Communications</p>	<ul style="list-style-type: none"> • Prepares accurate case notes, service records and short reports in accordance with organisational requirements. • Communicates effectively with internal staff and external agencies to support coordinated service delivery and client outcomes. • Responds to routine correspondence, enquiries and communication requests in a timely and professional manner. • Participates in meetings and contributes relevant information to support team planning and service delivery discussions. 	<ul style="list-style-type: none"> - Responds to emails, telephone enquiries and written correspondence efficiently and professionally. - Shares relevant information with team members and colleagues to support collaboration and continuity of service delivery. - Assists in preparing and maintaining meeting minutes or records where required. - Communicates program information appropriately to clients and stakeholders to support awareness of available services. - Maintains confidentiality and professionalism in all written and verbal communications.
<p>Problem Solving/Innovation</p>	<ul style="list-style-type: none"> • Applies judgement to interpret organisational guidelines, procedures and program requirements when responding to client needs and service delivery situations. • Resolves routine and moderately complex client access issues through practical problem-solving and application of established practices. • Identifies barriers impacting client access to services and contributes ideas to improve service responsiveness within the scope of the role. 	<ul style="list-style-type: none"> - Engages in discussions and planning activities with the Team Leader, FFISM and colleagues to address service access challenges and improve client outcomes. - Applies initiative to identify practical solutions that support timely referrals and service navigation. - Seeks guidance and escalates complex or high-risk matters in accordance with organisational procedures. - Contributes feedback based on frontline service experience to support continuous improvement of service delivery.

<p>Special Projects/Tasks As and when required by [Executive Officer/Manager/Team Leader]</p>	<ul style="list-style-type: none"> As and when required by the Team Leader or FFISM to work on specific projects/events related to the core functions of the program. 	<ul style="list-style-type: none"> 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 and CABL 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 and CABL Limited should be reported to your immediate supervisor.

Endorsed by: CEO February 2026

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: _____