



Team Leader – Families Together (Family Preservation Program)

- **Full time fixed term contract (35 hours per week)**
- **Not-for-profit salary packaging available**
- **Multiple Sydney regions**

Metro Assist and CABL Limited (formerly Metro Migrant Resource Centre) are seeking experienced **Team Leaders** to join our **Families Together Family Preservation Program**, supporting children and families to remain safe, connected and together

This is a senior practice and people-leadership role within a multidisciplinary, trauma-informed program that works with families at risk of child protection escalation.

About the Program

Families Together is a DCJ-funded family preservation program working intensively with families to strengthen parenting capacity, improve family functioning, and support child safety outcomes. The program is grounded in child-centred, family-led, and culturally responsive practice. Metro Assist and CABL is a values-driven community organisation committed to social justice, equity, cultural safety, and inclusion.

About the Role

As **Team Leader**, you will provide practice leadership, supervision and operational oversight to a multidisciplinary team of Family Practitioners, Therapeutic Clinicians, and Administrative Support staff.

You will be responsible for ensuring:

- Safe, high-quality service delivery
- Strong clinical and practice oversight
- Effective risk management and compliance
- Positive team culture, wellbeing, and capability development

You will work closely with DCJ and community partners and be supported by the Program Manager. The role of the Team Leader includes, but is not limited to:

Key Responsibilities

- Provide reflective supervision, coaching, and practice guidance to staff
- Lead intake allocation, workload management, and case prioritisation
- Oversee risk assessment, safety planning, escalation, and mandatory reporting
- Promote trauma-informed, culturally responsive, and family-led practice
- Maintain strong working relationships with DCJ and local service providers
- Monitor service performance, outcomes, and data quality
- Contribute to audits, reporting and continuous improvement initiatives

Location Available

- Sydney / South-East / North Sydney
 - Western Sydney / Nepean Blue Mountains
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About You

You are a confident and supportive leader with strong practice skills and a commitment to child safety.

Essential criteria:

- Minimum two (2) years' experience in a leadership role, or acting as a Team Leader / Senior Practitioner, in child, youth, or family services
- Relevant tertiary qualification in Social Work, Psychology, Community Services, or a related discipline
- Experience providing supervision, case oversight, and practice guidance
- Strong understanding of child protection and family preservation frameworks
- Ability to manage risk, compliance, and complex service environments
- Current Driver Licence, Working With Children Check, and National Police Check

Desirable:

- Bilingual or multilingual skills relevant to the communities we serve. (e.g. Arabic, Vietnamese, Dari, Farsi, Pashto, Assyrian, Mandarin, Cantonese, or other community languages).
- Applicants **must clearly state their language(s) and level of fluency in their cover letter and/or resume.**

What we offer

- Above-award pay under the SCHADS Award (Level 6)
- Salary packaging to increase take-home pay
- Additional paid wellbeing leave
- Regular supervision and professional development opportunities
- Flexible and hybrid working arrangements (role-dependent)
- A supportive, values-driven workplace culture

How to apply

Applications close 3 May 2026. Please email your application to recruitment@metroassist.org.au, including:

- A cover letter
- A statement addressing the 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: applications that do not include all required documents may not be considered.

For enquiries, contact Michelle Aldred, Human Resource Manager, 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. More information about Metro Assist and CABL, please visit www.metroassist.org.au

All offers of employment are subject to a satisfactory National Police Check, provision of a current Working with Children Check and confirmation of the right to work in Australia.
