



## Families Together Administrative Support Officer – Families Together (Family Preservation Program) x 3 positions available

- **2 x Full-time Fixed term contract** (35 hours per week)
- **1 x Part Time Fixed Term contract** (21 hours per week)
- **Not-for-profit salary packaging available**
- **Support a multidisciplinary team delivering child-centred services**
- **Multiple Sydney regions**

Metro Assist and CABL Limited (formerly Metro Migrant Resource Centre) are seeking an organised and values-driven **Administrative Support Officer** to join our **Families Together Family Preservation Program**.

This is an important role supporting frontline teams who work with families to keep children safe, supported, and at home. The position suits someone who thrives in a fast-paced community services environment and values accuracy, respect, and culturally responsive practice.

### 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 Limited is a values-driven community organisation committed to social justice, equity, cultural safety, and inclusive service delivery.

### About the Role

As the **Families Together Administrative Support Officer**, you will provide administrative, data, and coordination support to a multidisciplinary team of Practitioners, Therapeutic Clinicians, and Team Leader.

You will help ensure:

- Smooth day-to-day program operations
- Accurate data entry and reporting
- Timely referral processing and scheduling
- Professional and respectful communication with families and stakeholders

You'll be the first point of contact for families, manage referrals and records, support compliance and reporting, and ensure the smooth day-to-day operation of the program.

### Key Responsibilities

- Provide administrative support to the Families Together team in line with organisational and DCJ requirements
  - Receive, record, and process referrals accurately and in a timely manner
  - Coordinate appointments, calendars, meetings, and outreach logistics
  - Maintain accurate client, referral, and outcomes data in CDS, DCJ portals, and other systems
  - Manage records, files, and documentation in line with privacy and information-security requirements
  - Support preparation of reports, audits, and data requests
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- Communicate respectfully with families, staff, and external stakeholders, including using interpreters where required
- Support compliance, quality assurance, and continuous improvement activities

### Locations Available

- **South West Sydney – full time 35 hrs per week**
- **Sydney / South-East / North Sydney – full time 35 hrs per week**
- **Western Sydney / Nepean Blue Mountains – part time 21 hrs per week**

### About You

You are reliable, organised, and professional, with strong attention to detail and a commitment to culturally safe practice.

### Essential criteria

- Experience in administrative, reception, or program support roles (community or human services preferred)
- Strong data entry skills and experience using databases or client management systems
- High level of accuracy, organisation, and time management
- Ability to communicate respectfully and professionally with diverse communities
- Understanding of confidentiality, privacy, and information-security requirements
- Ability to work collaboratively within a multidisciplinary team

### Desirable

- Certificate III or IV in Business Administration, Community Services, or related field
- Experience supporting government-funded programs or child and family services
- Bilingual or multilingual skills relevant to the communities we serve

### What we offer

- Above-award pay under the SCHADS Award (Level 3)
- Salary packaging to increase take-home pay
- Additional paid wellbeing leave
- Training, supervision, and professional development opportunities
- Supportive and inclusive team culture
- Meaningful work that supports children and families

### How to apply

**Applications close 17 May 2026. Please email your application to [recruitment@metroassist.org.au](mailto:recruitment@metroassist.org.au), including:**

- A cover letter
- 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](mailto: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](http://www.metroassist.org.au)***

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***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.***

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