



metro assist

## POSITION DESCRIPTION

<b>Position Title</b>	<b>Employment Pathways Specialist</b>
<b>Employment Status</b>	Part Time Fixed Term 28 hrs p/wk to 30 June 2027
<b>SCHCADS Award</b>	SCHCADS Award Level 5
<b>Reporting to</b>	Team Leader Settlement Programs
<b>Directly Supervising</b>	Volunteers and/or Student Placements
<b>Work Area</b>	Sydney South West
<b>Office location</b>	Campsie, Bankstown and other sites as required
<b>Outreach Locations</b>	As required
<b>Date Prepared</b>	April 2026
<b>Employment Conditions</b>	Working with Children Check and National Police Check

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### Position Summary

Moving Forward Pathways is an end-to-end employment program, supporting migrants and refugees in South West Sydney to secure jobs in industries with critical shortages, including construction, aged care/disability, and manufacturing/warehousing. The program combines career planning, accredited training, English and employability support, in addition to wraparound services and post placement coaching to support long-term retention. The program aims to address local skills shortages, creating pathways into priority industries, and helping vulnerable cohorts overcome barriers to build financial independence.

The Employment Pathways Specialist plays a central role in delivering the Moving Forward Pathways program supporting migrants and refugees to secure and sustain meaningful employment. Working within a case management framework, the role provides end-to-end employment support including intake and assessment, career planning, job readiness training, and post-placement coaching. The position also coordinates access to accredited training, tailored English and employability support, and a range of wraparound services to address barriers to employment such as transport, childcare, and financial stress.

A key aspect of the role is building and maintaining strong relationships with employers, training providers, and community partners to create job pathways aligned with the local job market needs. The Employment Pathways Specialist actively engages employers in co-designing training, facilitating work placements, and supporting inclusive recruitment practices. This role contributes to program outcomes by improving job readiness, securing sustainable employment and supporting long-term retention through ongoing mentoring and follow-up. It also plays an important part in strengthening the local employment ecosystem by connecting participants, industry, and services in a coordinated and culturally responsive way.

The role must adhere to Metro Assist reporting requirements and guidelines including a comprehensive understanding of the organisation's privacy and information security policies; and must remain informed of any program, policy, legislative and service changes as they develop.

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## KEY RESPONSIBILITY AREAS

CORE RESPONSIBILITIES	ROLE REQUIREMENTS	KEY PERFORMANCE INDICATORS (KPI)	WEIGHTING
<b>Vision, Mission and Values</b>	<ul style="list-style-type: none"> <li>• Demonstrated understanding of organisational vision, mission, values, and ability to apply them in an employment services context.</li> <li>• Ability to articulate organisational purpose and employment program priorities to stakeholders and partners.</li> </ul>	<ul style="list-style-type: none"> <li>• Consistent alignment of work practices with organisational values and strategic priorities.</li> <li>• Evidence of inclusive, respectful, and values-driven service delivery.</li> </ul>	
<b>Practices / Safety / Standards</b>	<ul style="list-style-type: none"> <li>• Adhere to Policies and Procedures, the Code of Conduct and all relevant legislation (e.g. WHS) and standards. Adopt a professional approach to practice including community representation and financial reporting.</li> <li>• Knowledge of relevant legislation, ethical frameworks, and sector standards.</li> <li>• Adhere to the SETS and Local Jobs program guidelines.</li> <li>• Understand the Service standards in relation to community representation and conflict of interest.</li> </ul>	<ul style="list-style-type: none"> <li>• Effectively applies the policies and procedures in relation to safety and standards in both the organization premises and the outreach workplaces located in external agencies.</li> <li>• Services delivered in line with best practice, ethical, and legislative requirements</li> <li>• Participates in risk assessments and WHS training and activities.</li> <li>• Effectively applies program guidelines and work practices.</li> </ul>	
<b>Leadership/Teamwork</b>	<ul style="list-style-type: none"> <li>• Work autonomously while contributing to team outcomes.</li> <li>• Work collaboratively across the Settlement and Employment Teams, with other Metro Assist staff and Contract</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrates teamwork by fostering effective collaboration across teams and partners.</li> <li>• Actively contributes to program development, continuous improvement,</li> </ul>	

	<p>Partners.</p> <ul style="list-style-type: none"> <li>• Provide guidance to volunteers/students on work placements as required.</li> <li>• Understand the techniques of conflict resolution within the work environment.</li> </ul>	<p>and team-based problem-solving.</p> <ul style="list-style-type: none"> <li>• Provides guidance and support to colleagues, volunteers, and students where required.</li> <li>• Exercises sound judgement in making appropriate referrals across internal and external services.</li> </ul>	
<b>Continuous Improvement</b>	<ul style="list-style-type: none"> <li>• Understand the elements of continuous improvement in relation to the provision of employment services for migrants and refugees; including why the process is undertaken; how information and data is gathered and assessed; and how continuous improvement is applied.</li> <li>• Participate and contribute to the development of innovative approaches to client service delivery, stakeholders' engagement and employment outcomes.</li> <li>• Resolve challenges in relation to community engagement and be mindful of consequences in relation to service delivery.</li> </ul>	<ul style="list-style-type: none"> <li>• Participates in service/program planning, review, development and evaluation functions.</li> <li>• Contributes to team discussions around community engagement, services, program knowledge, trends and best-practices.</li> <li>• Attends training, professional development and conferences and provides feedback to the Team.</li> </ul>	

<p><b>Interpersonal Skills and Communication</b></p>	<ul style="list-style-type: none"> <li>• Effectively and positively engage with internal and external stakeholders</li> <li>• Represent the program and the organisation in a range of forums, external agencies, Interagencies and working parties.</li> <li>• Build and maintain a network of contacts with relevant stakeholders &amp; networks and effectively collaborate to assist with service delivery and resolving issues in relation to the Program.</li> <li>• Deal with emerging crises and seek more experienced support where necessary.</li> <li>• Resolve conflict with assistance, as identified.</li> <li>• Demonstrate effective listening skills and seek, provide and/or share information in an appropriate and respectful manner.</li> </ul>	<ul style="list-style-type: none"> <li>• Communicates effectively and in a timely manner with community leaders/members, internal and external stakeholders, and respects confidentiality.</li> <li>• Communicates effectively through a range of media, including written, oral and electronic.</li> <li>• Researches and collates relevant information and prepares/contributes to reports.</li> <li>• Understands organisational protocols relating to conflict resolution.</li> <li>• Effectively uses existing networks to initiate and engage in discussions relevant to settlement and refugee issues.</li> <li>• Shows empathy and uses assertive listening skills while dealing with community members, clients and staff.</li> <li>• Maintains a respectful and professional approach towards relationships with stakeholders, staff and clients.</li> <li>• Encourages Community/Client feedback, complaints &amp; complements.</li> </ul>	
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FUNCTIONAL RESPONSIBILITIES	ROLE REQUIREMENTS	KEY PERFORMANCE INDICATORS (KPI)	WEIGHTING
<p><b>Advocacy &amp; Support</b></p>	<ul style="list-style-type: none"> <li>• Apply a person-centred, culturally responsive approach to supporting migrants and refugees with complex barriers to employment.</li> <li>• Identify participant needs and provide tailored information, advice, and referrals to appropriate internal and external services.</li> <li>• Advocate on behalf of participants with employers, training providers, and service agencies to support access to employment and training opportunities.</li> <li>• Facilitate access to wraparound supports including financial counselling, housing/tenancy support, childcare, transport, and mental health services.</li> <li>• Support participants to understand workplace rights, responsibilities, and Australian systems.</li> <li>• Maintain appropriate boundaries, duty of care, and obtain informed consent in all interactions.</li> <li>• Encourage participant voice, feedback, and engagement in their employment journey.</li> </ul>	<ul style="list-style-type: none"> <li>• Participants receive appropriate, timely, and effective referrals to support services.</li> <li>• Barriers to employment are identified and reduced through coordinated support.</li> <li>• Evidence of successful advocacy outcomes (e.g. access to training, employment, or support services).</li> <li>• Increased participant confidence, independence, and engagement in employment pathways.</li> <li>• Positive participant feedback on support received.</li> <li>• Compliance with policies relating to consent, privacy, and duty of care.</li> <li>• Demonstrated understanding of participant rights and workplace systems.</li> </ul>	

<p><b>Employment Services Delivery and Related Duties</b></p>	<ul style="list-style-type: none"> <li>• Deliver employment consultancy services including participant assessment, skills mapping, and career planning using a strengths-based and person-centred approach.</li> <li>• Conduct comprehensive intake assessments to identify barriers, skills, and training needs, and develop tailored employment pathways.</li> <li>• Build and maintain strong partnerships with local employers, industry stakeholders, and Registered Training Organisations (RTOs) to support training and employment outcomes.</li> <li>• Coordinate and organise accredited training courses and micro-credentials in collaboration with RTOs and industry partners to align with labour market needs.</li> <li>• Actively engage employers to create job opportunities, including site visits, work experience placements, mentoring, and recruitment pathways.</li> <li>• Facilitate referrals to wraparound support services including financial counselling, childcare, transport assistance, mental health support, and settlement services.</li> <li>• Support participants through end-to-end employment pathways, from assessment and training through to job placement and retention support.</li> <li>• Undertake additional program-related duties including employer engagement activities, stakeholder meetings, and employment events as required.</li> </ul>	<ul style="list-style-type: none"> <li>• Number and quality of participant assessments completed, with clear and individualised employment pathways developed.</li> <li>• Increased participant progression into accredited training, employment, or further education aligned with identified career plans.</li> <li>• Established and sustained partnerships with employers, RTOs, and industry stakeholders, evidenced by formal agreements, referrals, and collaboration activities.</li> <li>• Number of training courses and pathways coordinated in partnership with RTOs, with strong alignment to labour market demand.</li> <li>• Number of employer engagement activities delivered (e.g. site visits, job fairs, recruitment drives, mentoring opportunities).</li> <li>• Successful referrals of participants to appropriate wraparound support services, with barriers to employment effectively addressed.</li> <li>• Employment outcomes achieved, including job placements, internships, apprenticeships, and sustained employment.</li> <li>• Participant satisfaction and improved confidence, job readiness, and engagement with employment pathways.</li> <li>• Timely and accurate documentation of</li> </ul>	
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<p><b>Data Management and Reporting</b></p>	<ul style="list-style-type: none"> <li>• Has a thorough working knowledge of the CDS system/database and maintain accurate client records and case notes.</li> <li>• Has a thorough understanding of the organization recordkeeping and filing systems.</li> <li>• Use data systems and meet reporting requirements.</li> <li>• Participate in relevant research and evaluations related to this role, including the collection of data and preparing case studies.</li> </ul>	<ul style="list-style-type: none"> <li>• Enters information into the CDS database on a weekly basis.</li> <li>• Maintains a diary/calendar for client appointments.</li> <li>• Opens and maintains client files in accordance with the Service's policies on client files and record keeping.</li> <li>• Provides timely and accurate reports, case notes and data to Team Leader and to the Funding body to meet contractual reporting obligations.</li> <li>• Contributes information and data for reports to the Metro Assist Board.</li> </ul>	

<b>Stakeholders Engagement</b>	<ul style="list-style-type: none"> <li>• Build and maintain strong relationships with employers, industry partners, Registered Training Organisations (RTOs), and community organisations.</li> <li>• Actively engage stakeholders to co-design training pathways and employment opportunities aligned with labour market needs.</li> <li>• Represent the organisation at interagency meetings, industry forums, and community networks.</li> <li>• Develop and sustain partnerships that support participant recruitment, training, and job placement outcomes.</li> <li>• Collaborate with internal teams and external partners to ensure coordinated and holistic service delivery.</li> <li>• Promote the program and identify new partnership and engagement opportunities.</li> </ul>	<ul style="list-style-type: none"> <li>• Number and quality of partnerships established and maintained with employers, RTOs, and community stakeholders.</li> <li>• Increased employer engagement leading to job placements, site visits, and recruitment activities.</li> <li>• Active participation in interagency meetings and stakeholder forums.</li> <li>• Evidence of collaborative initiatives (e.g. co-designed training, joint events, referral pathways).</li> <li>• Growth in referral pathways and participant intake through stakeholder networks.</li> <li>• Positive stakeholder feedback and ongoing engagement.</li> </ul>	
<b>Compliance</b>	<ul style="list-style-type: none"> <li>• Comply with Metro Assist information security policy, standards, strategic plan, policies and procedures relevant to the program area.</li> <li>• Ensure the security and protection of information assets under custody.</li> </ul>	<ul style="list-style-type: none"> <li>• Attends security awareness training and promptly follows up on ISM improvement instructions.</li> <li>• Reports and responds to any suspected or actual security breaches.</li> <li>• Encourages feedback from staff, the funding body and other stakeholders.</li> </ul>	

	<ul style="list-style-type: none"> <li>• Comply with all regulatory and organisational procedures around confidentiality and reporting, as relevant.</li> <li>• Ensure the confidentiality and privacy of client information at all levels of the organization.</li> </ul>		
<b>Business Communications</b>	<ul style="list-style-type: none"> <li>• Prepare reports as requested and maintain accurate notes.</li> <li>• Liaise and participate in discussions with staff and external agencies.</li> <li>• Respond to routine correspondence from external services.</li> <li>• Act as minute taker at meetings as outlined in the team roster.</li> </ul>	<ul style="list-style-type: none"> <li>• Responds in a timely and efficient manner to emails, memos and correspondence.</li> <li>• Shares information with team members and other staff and identifies opportunities to reinforce and promote the program and its activities to clients and stakeholders through a range of mediums (eg: print, website, newsletters)</li> <li>• Prepares and maintain minutes of meetings.</li> </ul>	
<b>Problem Solving/Innovation</b>	<ul style="list-style-type: none"> <li>• Understand and interpret complicated guidelines/procedures.</li> <li>• Resolve problems requiring the practical application of theory.</li> </ul>	<ul style="list-style-type: none"> <li>• Engages in planning with staff, the Team Leader, the Program Manager and other internal services to strengthen the Service.</li> </ul>	
<b>Administration</b>	<ul style="list-style-type: none"> <li>• Prepare payment requisitions for expenditure related to the program.</li> <li>• Undertake other administration tasks that the program may require</li> </ul>	<ul style="list-style-type: none"> <li>• Completes program administrative requirements in an accurate and timely manner.</li> </ul>	
<b>Special Projects/Tasks As and when required by the Chief Executive Officer/Manager/Team Leader</b>	<ul style="list-style-type: none"> <li>• Assist the Settlement and Employment Teams with organising events, forums or attending open days.</li> <li>• Attend relevant interagencies and engage with stakeholders.</li> <li>• Produce monthly reports as requested</li> </ul>	<ul style="list-style-type: none"> <li>• Completes tasks/role within the defined Scope, Specification, time frames and budget.</li> </ul>	

### **Decision Making Authority**

You are responsible for fulfilling your duties within the framework of legislative requirements and Metro Assist 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 Limited should be reported to your immediate supervisor.

**Endorsed by: CEO April 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: \_\_\_\_\_

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