



Families Together Administrative Support Officer

- **Full-time Fixed term contract** (35 hours per week)
- **Not-for-profit salary packaging available**
- **Support a multidisciplinary team delivering child-centred services**
- **Convenient location based in Campsie**

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 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
 - Communicate respectfully with families, staff, and external stakeholders, including using interpreters where required
 - Support compliance, quality assurance, and continuous improvement activities
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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 12 June 2026. Please email your application to 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. 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.
