



Client & Community Engagement Team Leader

Settlement Engagement & Transition Support (SETS) Program

- ✓ **Attractive not-for-profit salary packaging options**
 - ✓ **Full-time, fixed-term role until June 2027**
- ✓ **SCHADS Award Level 6 and additional paid wellbeing leave**
 - ✓ **Based across Bankstown and Campsie**
 - ✓ **Flexible and hybrid working**

Metro Assist is seeking an experienced settlement and community services leader to lead client support and community engagement across the SETS Program.

About us

Metro Assist's vision is to achieve a fair society that respects diversity and enables all people to reach their full potential. We work with individuals, families and communities of diverse backgrounds, including migrants and refugees, and support their efforts to become resilient and empowered through our range of services.

We provide refugee settlement support, employment services, family services, emergency relief, tenancy advice, financial counselling and community development initiatives. More information about Metro Assist is available at www.metroassist.org.au

About the role

Reporting to the Settlement & Employment Services Manager, you will lead the SETS Client Support & Community Engagement stream across Canterbury-Bankstown and the Inner West. You will manage a multidisciplinary team delivering casework, youth initiatives, community development and multicultural programs.

You will be accountable for service quality, staff supervision, work plans, contractual performance, data integrity, reporting, safeguarding and continuous improvement. The role also leads partnerships and coordinates the Canterbury-Bankstown Multicultural Interagency.

The role is responsible for:

- Leading operational delivery of the SETS Client Support & Community Engagement stream across multiple service locations.
- Supervising, developing and managing the performance of officers, specialists, generalist workers, bilingual health navigators, students and volunteers.
- Overseeing culturally responsive client support, casework, community engagement, youth initiatives, outreach and community capacity-building activities.
- Guiding complex client matters and embedding culturally safe, trauma-informed and strengths-based practice across service delivery.
- Monitoring KPIs, work plans, contractual deliverables, data quality, budgets and reporting, and acting on performance gaps.
- Overseeing funded multicultural programs and community initiatives, including health navigation, health promotion, road safety and cancer prevention projects.
- Coordinating the Canterbury-Bankstown Multicultural Interagency and building effective partnerships with government, service providers and multicultural communities.
- Managing operational and safeguarding risks, maintaining program compliance, and supporting direct service delivery where required.

Salary is based on the SCHADS Award Level 6, with above-Award rates of pay. Benefits include generous salary packaging, additional paid wellbeing leave, flexible and hybrid work, ongoing supervision and access to Metro Assist's confidential Employee Assistance Program.

The ideal candidate will have

- A degree qualification in social work, community services, human services, community development or a related discipline.
- Demonstrated leadership and staff supervision experience in community services, including leading multidisciplinary teams.
- Extensive experience delivering settlement, multicultural or refugee services, with an understanding of the SETS Program or the capacity to acquire it quickly.
- Experience overseeing funded programs, contractual KPIs, data quality, program budgets and outcome reporting.
- Experience planning and delivering community development initiatives, multicultural projects, events or grant-funded programs.
- Credible stakeholder engagement and partnership skills across government, community organisations and multicultural communities.
- Highly developed analytical, report writing, communication, organisational and problem-solving skills.
- Commitment to culturally safe, trauma-informed and strengths-based practice. Lived experience as a migrant or refugee, or relevant community language skills, will be highly regarded.

HOW TO APPLY

Applications will be reviewed as they are received and must be submitted to recruitment@metroassist.org.au.

Your application should include:

- A brief cover letter outlining how your experience aligns with the role
- A current resume
- Contact details for two recent work-related referees

For enquiries, contact Kathleen Mackay, HR Advisor, 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.

All offers of employment are subject to a satisfactory National Police Check and provision of a current Working with Children Check.

The successful applicant will be required to provide evidence of appropriate legal rights to work in Australia.
