



Settlement Engagement & Transition Support (SETS) Generalist Worker

Part time fixed term contract (21 hrs per week to 30 June 2027)

Attractive not-for-profit salary packaging options

Metro Assist Limited has an exciting opportunity for a motivated and experienced settlement support worker to join our Settlement and Employment team.

The Settlement Engagement & Transition (SETS) program aims to assist newly arrived migrants and refugees to become self-reliant, and participate fully in the broader community. This position will work in collaboration with team members in the Settlement and Employment Team to implement activities that target eligible SETS target groups with a focus on the Arabic speaking community in the Canterbury-Bankstown and Inner West areas.

This will be achieved through casework, referrals and group information and education sessions. Community development will be facilitated by assisting community groups to organise, identify needs and plan services to assist their settlement. The project will work in partnership with mainstream service providers to improve client access to these services.

The SETS Generalist Worker must adhere to the SETS program reporting requirements – and must remain informed of any program, policy, legislative and service changes as they develop.

Essential Selection Criteria

- Tertiary qualifications in community service or social science
 - Proven understanding of challenges newly arrived migrants and refugees may face in their settlement journey in Australia
 - Proven understanding of current services and providers in the settlement, community, family services sector
 - Understanding of 'person-centred' case management and casework experience in a cross-cultural context
 - Experience in organizing community based group activities
 - Excellent communication and interpersonal skills
 - High level of administrative, organisational skills and attention to details
 - Strong computer literacy skills
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- Current driver's license and access to a vehicle with comprehensive insurance; willingness to work across Metro Assist's sites in Bankstown, Condell Park, Campsie, Homebush or Marrickville
- Prepared to undergo a National Police and Working with Children Check
- Be competent in both speaking and written Arabic

HOW TO APPLY

Applications close 10 August 2026 and must be submitted to: recruitment@metroassist.org.au

Your application must address each of the selection criteria and include:

- A cover letter
- Statement against 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

For enquiries regarding this position, please contact our People and Culture Team:

recruitment@metroassist.org.au.

Metro Assist is an Equal Opportunity Employer and is committed to achieving diversity within the workplace. Applications from Aboriginal and Torres Strait Islanders, people from culturally diverse backgrounds and people with disabilities are encouraged.

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.
