



## Family Support Caseworker (FPP)

- ✓ **Full time fixed term contract (35 hrs per week until 30 June 2024) with possibility of extension of contract**
- ✓ **Attractive not-for-profit salary packaging options**
- ✓ **Flexible working conditions**

**Metro Assist Limited** (formerly Metro Migrant Resource Centre) is seeking an experienced Family Support Caseworker to be part of a vital service that makes a real difference to the wellbeing of families. Our team is based in Condell Park and conduct home visits within the Bankstown Liverpool and Fairfield LGA's funded through the Department of Family and Community Justice (DCJ).

Metro Assist is committed to social justice and empowering our clients to achieve their full potential in life. We provide settlement services, employment support, family services, emergency relief, tenancy advice, financial counselling and undertake community development projects and initiatives. More information about us is available on our website: [www.metroassist.org.au](http://www.metroassist.org.au)

### About the Role

The Family Services Team provides targeted services to families with children who are at high risk of entering or escalating within the statutory child protection system. Metro Assist's Family Services team is funded by The Department of Community and Justice (DJC) to deliver Targeted Earlier Intervention (TEI) and Family Preservation Program formally known as the Brighter Futures program. Metro Assist works specifically with families of culturally and linguistically diverse (CALD) backgrounds to provide tailored support through casework, structured home visits, parenting programs and some brokerage.

The role of the Family Support Caseworker includes, but is not limited to:

- Delivery of child and family support through home visits;
- Delivery of youth and family support through skills focussed groups including parenting programs, skills and support groups;
- Delivery of collaborative family supports within an Early Intervention Framework;
- Maintenance of client caseload, and achievement of annual case load KPI's as determined by funding agreements;
- Maintain internal and external reporting requirements including evidenced based reporting measures which identify and substantiate client outcomes achieved; and
- Maintain the highest quality standard of case files and case notes (paper based and electronic) and ensure all data is protected to ensure client's information is private and confidential.

**The salary is based on the SCHCADS Award with Above Award rates of pay and additional paid wellbeing leave days are provided to all staff. Generous salary packaging options are also available to increase your take home pay. The successful applicant will benefit from ongoing support and supervision, and have access to our confidential Employee Assistance Program, offering a range of wellbeing supports.**

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## Essential Selection Criteria

- Demonstrated experience in casework/case management roles in early childhood/family support/welfare sector
- Relevant tertiary qualifications - minimum Degree
- **Bilingual in a community language - ability to speak Vietnamese**
- Experience working with parents and their children from disadvantaged CALD and refugee communities
- Experience and understanding of administrative, accountability and data management processes associated with case management and reporting requirements
- Strong interpersonal and communication skills
- Ability to write succinct and accurate reports
- Demonstrated ability to work independently and collaboratively as part of a team
- Current driver's licence and own vehicle (home visits are required)

## HOW TO APPLY

Applications close **11 March 2024** and must be submitted to: [recruitment@metroassist.org.au](mailto: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

**We aim to appoint the right person to this role as quickly as possible to ensure a smooth transition. For this reason, we encourage you to apply early, as we will consider interviewing suitable candidates prior to the closing date.**

For enquiries regarding this position, please contact Michelle Lazaris 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.***

***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.***

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