NGO RECRUITMENT

Stepwise COMMUNITY SERVICES



CANDIDATE INFORMATION PACK

Head of Impact and Policy

Stepwise Community Services



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Metro Assist and Community Action for Better Living Announce Merger

Metro Assist and Community Action for Better Living (CABL) are pleased to announce their merger, effective 1 October 2025, and the launch of Stepwise Community Services.

This decision, formally endorsed by both Boards, marks the start of a new chapter in delivering stronger, more connected services to communities across Sydney's Inner West, Inner South West, and beyond.

For decades, both organisations shared a history of working closely with the local people and communities as trusted service providers and through ongoing collaboration. Together, Metro Assist and CABL will combine their expertise and shared values to create a more resilient organisation, positioned to deliver holistic, high-quality, and person-centred services that foster inclusion, resilience, and wellbeing. We will continue to work alongside and advocate for diverse local communities to achieve greater collective impact.

Metro Assist was founded in 1986 as Canterbury Migrant Resource Centre to deliver settlement services and has since grown to deliver a range of multicultural services, family support, tenancy advice, financial inclusion services, and employment programs. CABL was established in 1968 as Burwood Welfare Services and is today known for its domestic and family violence support, court advocacy, Meals on Wheels, family support, and gambling awareness programs.

Stepwise Community Services continues to prioritise individuals and families from diverse backgrounds, women affected by domestic and family violence, newly arrived migrants and refugees, elderly residents, tenants, job seekers, and those experiencing financial hardship.

All current services will continue without interruption. CABL will remain at its Homebush and Concord West locations, while Metro Assist will continue at its Campsie, Bankstown, and Condell Park offices.

Nina Shahi, formerly CEO of Metro Assist, now leads Stepwise Community Services and provides steady leadership to the integrated organisation through its new chapter.

The dedicated frontline staff and volunteers from both organisations, who are well known and trusted, will continue in their roles—ensuring the strong relationships and vital services our communities rely on remain unchanged.

Craig Klement, Chair of CABL: "Our Board is excited to take this important step forward. By bringing our organisations together, we can build on our shared values and history to strengthen and enhance our services creating greater opportunities for communities we serve.

Richard Wonders, Chair of Metro Assist: "We are deeply grateful to our communities and partners who have supported us over so many years. This merger marks a step forward in broadening our impact and improving outcomes for individuals and families in our communities."

The Boards extend their thanks to communities, funders, and supporters who have stood beside Metro Assist and CABL for many years.



Role Summary

Organisation:
Stepwise Community Services

Job Title:
Head of Impact and Policy

Location:
Sydney, Campsie base | Hybrid working options available

Job Type:
Full-time 12-month contract with probable extension. Part-time working options are available.

Reports to:
Chief Executive Officer

Direct Report:
Marketing and Communications Lead

Expected Salary:
Salary will depend on the experience and qualifications of the successful candidate and will be between $155,000 and $165,000 plus superannuation plus salary packaging.

The full position description can be found here.

Background Information

Stepwise Community Services was formed through the integration of Metro Assist and Community Action for Better Living, bringing together two respected organisations with a combined history of more than four decades of supporting individuals, families and communities across Greater Sydney.

Today, Stepwise delivers a broad range of community services including migrant, refugee, multicultural, family, tenancy, financial counselling, employment, DV, court advocacy and Meals on Wheels. Through these services, Stepwise improves wellbeing, community connections and helps people navigate life's most complex challenges.

With a new identity, leadership structure and three-year strategy Stepwise is focused on creating meaningful and measurable outcomes, strengthening its use of evidence and impact measurement to influence change through selective, evidence-based advocacy.

The newly created position will be central to this work. By strengthening how Stepwise measures, understands and communicates impact, the role will ensure that community voices, service outcomes and evidence inform strategy, advocacy and continuous improvement, ultimately increasing the organisation's ability to create meaningful and lasting change.



Read more on their website.
Access their ACNC profile.

Key Responsibilities

Reporting to the chief executive officer, you will be responsible for strengthening the organisation's impact, influence and effectiveness through evidence generation, measurement, policy engagement, advocacy and strategy development.

As a member of the Executive Leadership Team, you will provide strategic insight, technical expertise and evidence-based advice to inform decision-making and to strengthen capacity to meet community needs and to respond to emerging trends, reforms and opportunities. Working from a base in Campsie and collaborating with leaders and key staff, you will translate data, research and practice insights into actionable knowledge.

Specifically, you will:

- Contribute skills in impact assessment, research, evidence-based insights and policy analysis to promote service design, innovation and learning
- Lead the development, implementation and continuous improvement of Stepwise's Impact and Outcomes Framework
- Through the use of evidence and data, strengthen organisational sustainability and growth and contribute to funding submissions and tender proposals.
- Oversee the communications function ensuring its priorities align with strategic objectives, impact framework, policy positions and advocacy priorities
- Build productive relationships with government, community organisations and sector partners, identifying opportunities for innovation, collaboration and service growth
- Develop and strengthen organisational reporting, outcomes measurement and performance frameworks that translate data into meaningful organisational insight.

The Candidate



You have experience in a senior leadership, impact, policy, research or evaluation role within a like-minded organisation or related environment. Along with exceptional research & analysis, policy engagement, communication and stakeholder engagement skills, you will have:

- Experience developing, implementing or embedding impact, outcomes measurement, evaluation or evidence-informed frameworks in a complex human services setting
- Ability to analyse and interpret quantitative and qualitative data, research and sector trends and translate these into strategic advice to benefit the organisation
- Demonstrated understanding of policy engagement, evidence-based advocacy, government consultation, sector submissions, research partnerships and initiatives.
- Skills to support funding submissions, business cases and growth initiatives using evidence-based narratives, impact data and analysis
- Experience using business intelligence, reporting or data visualisation tools
- An understanding of the issues impacting culturally and linguistically diverse communities
- Qualifications in public policy, social sciences, human services, evaluation, governance or a related discipline

To apply please follow this link to the NGO Recruitment website.

Next Steps



Your Application:

- Please read the complete position description and follow this link to apply online.
- As we have a rolling model of recruitment there is no closing date for this role, and we recommend you apply as soon as possible.
- With your application, please include your CV and a cover letter that addresses the skills required section of the advertisement.
- Receipt of your application will be acknowledged and you will receive updates as you move through the process, including if you have been selected for interview.

FAQs

What is the close date for applications?
As we have a rolling model of recruitment, we assess applications as they are submitted; this means that we do not recruit to closing dates and recommend you apply to the opportunity as soon as you can to ensure you don't miss out. Please use this link to apply.

Is my background suitable for the role?
Our clients brief us extensively on their roles; when writing the advertisements, we take great care in outlining the brief and gaining our client's approval before publishing. When considering your experience and suitability for a role, we encourage you to have a close look at the "Key Responsibilities" page; if you identify with what's outlined, please submit your application. We recommend thoroughly reading the "Candidate" page of this document when writing your 1-2 page cover letter, as we have included the key essential competencies of a successful candidate there.

Once candidates are shortlisted, the client or role may require a more detailed response to the selection criteria within the job description; we find this saves you time on the application process.

Can you tell me more about what the client is looking for?
The best way to self-assess your suitability for the role is to read through the full position description, the "Key Responsibilities" and the "Role" sections of this document.

We have in-depth discussions with any successful candidates and provide you with a full brief before any interviews you may have with our client.

Can you consider someone part-time?
The role is offered on an initial 12 month fixed term basis with a strong possibility of an extension. Part-time working options are available.

Can you tell me more about the client?
To get to know the client a bit better, we encourage you to visit the Stepwise Community Services website and explore their LinkedIn page.

When is the start date?
Recruitment has commenced for this role, which means our client is ready to select the right person; this should happen within the coming weeks as we move through the process. Clients prefer that the successful candidate starts as soon as they have worked out their notice period, however the start date is usually able to be negotiated.

Location/can you consider a remote worker?
The roles is based Sydney's Campsie with hybrid working options available. Remote applicants are not considered.

Salary guide
Salary will depend on the experience and qualifications of the successful candidate and will be between $155,000 and $165,000 plus superannuation plus salary packaging.

What are the key objectives for the board/future direction of the organisation / key challenges in the role / is it a newly created role / why is the position available etc.
We will answer these sorts of questions as part of the discussion we have with the identified candidates of interest; however, we use the advertisement's tone to indicate if the client has a growth agenda or is looking for someone to bed down current programs. If it is a newly created role, we will state this within the advertisement or position description. Any research you may have done through the suggested channels above will also give you insight into the intentions for a role within their organisation.