



DJIRRA

POSITION DESCRIPTION

POSITION DETAILS	
POSITION TITLE	Koori Women's Place (KWP) Senior Support Worker
REPORTING STRUCTURE	Reports to Koori Women's Place Coordinator
POSITION DIMENSIONS (BUDGET)	N/A
PURPOSE - Why does this position exist?	
<p>Our services exist for Aboriginal women and most importantly, for Aboriginal people who experience family violence in different stages of their lives. Preventing and addressing family violence is at the core of our work.</p> <p>You will contribute to the provision and delivery of a culturally appropriate support service which assists Aboriginal women who are facing family violence issues.</p> <p>Work effectively and in a culturally sensitive way to ensure Aboriginal women are provided with knowledge and intensive support to connect them to a range of internal and external service providers, and assisted to navigate complex service systems.</p> <p>Support the KWP Coordinator to build a culturally appropriate and safe environment for Aboriginal women to gather and to attend events, activities and programs aimed at empowering women with knowledge, friendship and support.</p> <p>Support the delivery of the KWP's annual program of activities which responds to the specific needs of Aboriginal women by engaging with their cultural, social and personal interests.</p> <p>Coordinate the activities required to ensure the KWP annual plan of events runs smoothly and is culturally appropriate and effective.</p>	

RESPONSIBILITIES

Supporting Aboriginal Women

- Contribute to maintaining a positive and welcoming environment by providing a warm and inviting atmosphere for Aboriginal women engaged with the KWP.
- Greet women upon arrival and assess their immediate safety and support needs; determine if they require referral to legal and other supports.
- Ensure appropriate levels of privacy, confidentiality and cultural boundaries and respect are maintained with Aboriginal women, colleagues and external contacts in a culturally safe and appropriate manner.
- With a vision to empower Aboriginal women, assist women engaging with the KWP to access information and external services including culturally safe counselling through established contacts and networks.
- Provide Aboriginal Women with assistance and guidance to manage housing/rental applications, Centrelink, Medicare, Education, Employment Applications etc., including attending meetings with them where appropriate.
- Establish, maintain and provide respectful and consistent service to all women who attend the KWP in a way that reinforces the strength and positive values of Djirra.

KWP Program

- Contribute to the coordination of the agreed KWP annual plan of activities by:
 - Arranging the location, décor, catering, entertainment, transportation, invitation list, special guests, equipment, promotional material etc. and returning the event space to its original state pre-event.
 - Proactively handle any arising issues and troubleshoot any emerging problems pre-event and on the event day.
 - Engaging with facilitators and attendees, intuitively recognising and offering additional support to Aboriginal women and children.
- Consider feedback from event participants, and recommend to the KWP Coordinator areas for program improvement and greater attendee satisfaction.
- Ensure resources for KWP services and programs are stocked, re-ordered, and neatly maintained.
- General admin/office duties including word processing, filing, scanning, photocopying, faxing and maintaining records of incoming and outgoing communications.

Networking, Liaison and Community Outreach

- Develop and maintain relationships with a broad range of stakeholders providing specialist support to people experiencing family violence, such as: Aboriginal Community Controlled Organisations, mainstream and Government services.
- Attend stakeholder meetings and events.
- Conduct regular wellbeing/care checks with women engaged with the KWP through various communication modes including contact with external support services.
- Maintain knowledge of external community events and identify opportunities for networking; promotion and engagement with community.
- Liaise with Aboriginal women, Aboriginal communities, and the public to promote and refer individuals to the KWP Program and Djirra services.



Team Work

- Demonstrate teamwork and strong communication with the KWP team and across the organization.
- Contribute to the work of ensuring that files and data are managed appropriately ensuring timely, accurate, secure and confidential treatment consistent with the standard business practices of the organisation.
- Answer phone calls, emails and requests from all other communication modes in a timely and warm professional manner and take responsibility for follow up actions.

Accountability

- Comply with Djirra's Service Standards.
- Attend training as directed relevant to the support of Aboriginal people experiencing family violence.
- Undertake travel to support the work of Djirra as required.
- Contribute to the broader work of Djirra, undertaking other tasks that contribute to Djirra's goals as required.

Occupational Health and Safety

- Implement, follow and help others to follow all health and safety procedures, and initiate, implement and participate in all relevant training and complete and manage timely reporting of any hazards, injuries or incidents.
- Proactively report on opportunities for improved health and safety.

Skills and attributes

- Maintain a flexible, collegial and professional approach to working with other staff within Djirra;
- Maintain an ability to work both independently and as a member of various teams within Djirra;
- Maintain confidentiality and demonstrate a consistent ability to handle challenging situations with sensitivity, cultural appropriateness and tact.

DECISION MAKING AUTHORITY

Decision making within scope of responsibilities.

Recognise when to involve / escalate issues to the KWP Coordinator.



KEY INTERACTIONS	
<p>Internal:</p> <p>KWP team members, colleagues within Community Engagement, lawyers and paralegal support workers within Djirra’s Aboriginal Family Violence Legal Service, and other Djirra staff members.</p>	<p>External:</p> <p>Aboriginal community members, Community Organisations, Government Agencies, stakeholders and service providers as required.</p>
QUALIFICATIONS	
<p>Essential:</p> <p>Experience working in Aboriginal organisations, the community and/or private sector in roles requiring knowledge and intuitive skills to support Aboriginal women with complex and challenging needs.</p>	<p>Desirable:</p> <p>Training or Qualification in Social Work, Community Services, Community Welfare, or a related field.</p>
EXPERIENCE & SKILLS	
<p>Essential:</p> <p>Demonstrated knowledge and understanding of Aboriginal and Torres Strait Islander societies and cultures and the issues affecting these societies, including family violence, sexual assault, family law and care and protection of children as well as the underlying contributing factors.</p> <p>Demonstrated high level of initiative, integrity, tact, and discretion in dealing with sensitive and confidential matters. Possession of a professional work ethic, flexibility and adaptability to change in the work environment, a high degree of motivation, and with a capacity for sustained quality output.</p> <p>Demonstrated high-level oral communication and listening skills with particular capacity to communicate effectively and build strong trusting relationships with Aboriginal people who have experienced trauma.</p> <p>Demonstrated skills in working effectively with others in the pursuit of team goals, sharing information, supporting others, showing consideration, concern and respect for colleagues and stakeholders.</p> <p>Evidence of being adaptable, self-reflective, receptive to new ideas & feedback and adjusting easily to changing work demands & circumstances.</p> <p>An open-minded approach to supporting and empowering Aboriginal women with complex needs, including behavioural issues.</p> <p>Intermediate PC skills, including familiarity with the Microsoft suite of tools.</p> <p>A current driver’s license is essential. Some out-of-hours and/or overnight travel will be required.</p>	<p>Desirable:</p> <p>A minimum of 2 years’ experience working in a support capacity for Aboriginal and Torres Strait Islander people.</p> <p>Experience working with people experiencing family violence and/or sexual assault.</p>



DJIRRA POSITION DESCRIPTION

This is a designated position established as a special measure pursuant to sections 12 and 28 of the Equal Opportunity Act 2010 (Vic). Applications for this position are open to female candidates only. Preference will be given to women of Aboriginal and Torres Strait Islander descent. Djirra has been granted an exemption to employ women only in this role pursuant to section 44 of the Sex Discrimination Act 1984 (Cth). (Australian Human Rights Commission, Notice of Grant of a Temporary Exemption, granted on 6 August 2013).

ACKNOWLEDGEMENT

I acknowledge that I have received a copy of the Position Description and have read and understand its contents.

Employee Signature: _____

Date: / /

Name: _____

Direct Manager Signature: _____

Date: / /

Name: _____

HR COORDINATOR CHECKLIST

- Return one copy of completed form and any attachments (e.g. current Organisation Chart) to the employee to keep.
- Place one copy of completed form and any attachments on the employee's Performance File.
- Retain original completed form and any attachments on the employee's Personnel File.

Initials: _____ **Date:** _____