



Position title	Djirra Connect Worker
Group	Family Violence Case-Management
Employment status	Contract – to 31 October 2021
Salary Range	As per SCHCADS Award
Position reports to	Team Leader, Family Violence, Case-Management
Location	Location (Working From Home during COVID-19)
Delegation	None

Organisation environment

Djirra¹ is an Aboriginal Community Controlled Organisation (ACCO) that works towards a future where all Aboriginal women are strong, safe, independent, healthy and positive in their lives, culture and communities. All Djirra’s work is designed by and for Aboriginal women and is deeply respectful of and connected to community. Self-determination is the foundation of everything we do: it is Our Cultural Way.

Djirra’s vision is to provide high quality culturally appropriate services for Aboriginal women in Victoria who have experienced or are experiencing family violence.

We are committed to ending family violence against Aboriginal women and their children through holistic and culturally safe specialist services, prevention programs and advocacy for change. Our services have state-wide reach.

Djirra offers a range of services including:

- **Holistic and culturally safe legal and non-legal** support to Aboriginal people, particularly women, who experience family violence or sexual assault. Each client is assisted by a lawyer and support worker who together address the multitude of interrelated legal and non-legal issues our women face. Legal advice and representation is provided on intervention orders, child protection, family law and victims of crime assistance.
- **Individual Support Services** is a program of Djirra which provides culturally safe, trauma informed support to Aboriginal women requiring personalised short or longer term interventions to assist in achieving a safe and stable environment for them and their children. Individual Support Services comprises case management with brokerage, face-to-face and phone counselling and an after-hours support line.
- The **Koori Women’s Place (KWP)** provides wrap-around support and works to build trusting relationships with Aboriginal women through our shared connection to culture. Aboriginal women can be referred for an appointment, walk into our space or book into a workshop. Mainstream and Aboriginal service providers are available for appointments within the safety of the KWP.
- Our **community education and engagement programs** provide support for women through personal support and empowerment programs.

Djirra also offers a range of workshops in Melbourne and regional areas:

- **Sisters Day Out®** is a wellbeing workshop where Aboriginal women support each other, get information about legal rights and options, and engage with mainstream and Aboriginal support services.
- **Dilly Bag** is a four-day residential program that draws on cultural principles to promote healing.
- **Young Luv®** is designed for young Aboriginal women aged 13 to 18 and focuses on promoting healthy relationships.

¹ Djirra is the Woiwurrung word for the reed used by Wurundjeri women for basket weaving. Traditionally, when women gathered to weave, important talks took place and problems were solved. Djirra symbolises Aboriginal women today, still coming together to share stories, support each other and find solutions.



Role purpose

The Family Violence Case Management team is a newly established team providing intensive support services to Aboriginal women, and working alongside the Djirra legal program and the Koori Women’s Place. The team delivers a high quality response to Aboriginal and Torres Strait Islander women who have experienced, or are currently experiencing, family violence. The team also is responsible for the provision of Flexible Support Packages to Djirra clients and Aboriginal women experiencing family violence (who fit the criteria for a package).

With funding from Working For Victoria, Djirra is trialling an extension of the hours of operation of the Family Violence Case Management team to 7pm, Monday to Friday. To do this, we are looking to recruit a number of Djirra Connect Workers to join Case Managers in the Family Violence Case-Management team, under the supervision of the Team Leader, Family Violence Case-Management, with guidance also from the Djirra Connect Team Mentor. We will need Djirra Connect Workers between 9am and 7pm, so there is flexibility in the hours of the roles, including taking the role up full time (with adjusted hours) or part time.

The Djirra Connect Worker will be the first woman Aboriginal and Torres Strait Islander women speak to when they seek help with family violence and/or homelessness. The Djirra Connect Worker will work collaboratively in a client-centred approach, through a trauma-informed lens to undertake a needs assessment and family violence risk screening and work with Aboriginal and Torres Strait Islander women to identify their needs and direct them to the right services – this may be point in time practical support, or more extended case management, legal services, counselling or connection with the Koori Women’s Place.

Key accountabilities

The key accountabilities of this position are:

- To work collaboratively as a member of the Family Violence Case Management Team to provide culturally safe support to Aboriginal and Torres Strait Islander women who have experienced, or are currently experiencing, family violence.
- To provide safe first-stage interaction and intake for Aboriginal and Torres Strait Islander women when they call Djirra seeking help.
- To undertake a needs assessment with Aboriginal and Torres Strait Islander women to identify specific service needs.
- To undertake screening in line with the Multi Agency Risk Assessment and Management (MARAM) framework.
- To provide point in time assistance as required and suitable to Aboriginal and Torres Strait Islander women.
- To facilitate access and referrals for Aboriginal women to other ACCOs and/or mainstream agencies such as mental health, housing, alcohol and drug services and other community services.
- To ensure the maintenance of appropriate files, case note records and statistics to facilitate evidence-based practice, quality service delivery and accountability.
- To comply with relevant legislation.
- To participate in regular network meetings, working groups and forums relevant to the work of Djirra.
- To participate in regular supervision, team meetings and professional development.
- To develop a close collaborative working relationship with professionals from internal programs and external agencies.

Occupational Health and Safety, and Equal Opportunity

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

Comply with Equal Opportunity policy, procedures and requirements, and undertake work and activities in a manner that ensures the workplace is free from harassment, bullying behaviour and discrimination.

Key selection criteria

Professional / Functional Skills	<ul style="list-style-type: none"> • Previous work within Aboriginal and Torres Strait Islander communities, particularly with women, children and families, is highly valued for this role. • Ability to communicate inclusively, with empathy and in a culturally safe way with Aboriginal and Torres Strait Islander people. • Strong written skills for purposes such as case-notes and to fulfil administrative requirements for the position (or a willingness to learn).
Competency	<ul style="list-style-type: none"> • Experience working with administrative and data management systems to record data (such as SHIP for recording case work and flexible support packages).





	<ul style="list-style-type: none"> Valid Working with Children Check card and agreement to undergo Police Check if successful candidate. Current driver's license.
Technical Skills	<ul style="list-style-type: none"> Demonstrated commitment and ability to engage and work effectively with Aboriginal and Torres Strait Islander women experiencing family violence. Knowledge of family violence within an Aboriginal cultural framework which preferences the experiences of Aboriginal women, including how this is utilised to understand and respond to the gendered nature of violence against Aboriginal women. A demonstrated understanding of the issues involved in working with Aboriginal women, families and communities.

Qualifications

This role is an entry level position for Aboriginal and Torres Strait Islander women. Qualifications in community services or related fields, including Certificate IV or a Diploma in Community Services will be looked on favourably, but are not a requirement for applying for this role. Additional training will be provided.

Workplace health and safety

Djirra is committed to providing and maintaining the health and safety of its employees.

All staff at Djirra are expected to champion proactive and positive health and safety practices in the workplace and when working offsite by raising health, safety and wellbeing issues or concerns with managers and colleagues. Staff are required to observe all safe work procedures, rules and instructions, and take all reasonable care for their own safety and for the safety of work colleagues by always operating in a safe and appropriate manner.

Information about these policies are contained in Djirra's Human Resources Policy Manual.

This position may require you to travel to regional locations as required.

We are a Child Safe Organisations

Djirra is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Djirra is subject to a satisfactory Australian Criminal History Check and an *Employee Working With Children Check* (in Victoria).

An International Police Check will also be required if you have resided continuously in an overseas country for 12 months or more in the last ten years.

Other important information

Djirra employees and volunteers are required to act in accordance with Djirra's values and behaviours of:

- Respect for people and culture
- trust
- integrity
- resilience; and
- empowerment

Djirra's employees and volunteers are required to adhere to relevant policies and procedures including, but not limited, to:

- Code of Conduct Policy
- Occupational Health and Safety Policy
- Social Media Use Policy
- Privacy Information Policy
- Conflict of Interest Policy
- Volunteer Policy

Information about these policies are contained in Djirra's Human Resources Policy Manual.





ACKNOWLEDGEMENT

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

Employee Name:

Employee Signature:

Date: / /

Manager's Name:

Manager's Signature:

Date: / /

HR 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: / /