



Position title	Community Engagement Trainee
Group	Community Engagement
Employment status	Fixed term
Salary Range	As per SCHCADS Award
Position reports to	Community Engagement Manager
Location	Abbotsford
Delegation	N/A

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.

Role purpose

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.



This position sits with Djirra's Community Engagement team.

The main purpose of the Community Engagement trainee will be to provide an important first point of contact and welcome to Aboriginal women wishing to access Djirra services and to other visitors, and to provide general administrative support, under supervision, to the Community Engagement team.

The Community Engagement trainee will be required to participate in VACCHO's traineeship program whilst being supported with will on-the-job training with Djirra.

Key accountabilities

Front of House Welcoming

- Be the first point of contact for all Djirra clients and visitors at the Abbotsford Office.
- Welcome all arrivals and ascertain (work out) the purpose of their visit in a warm and friendly manner.
- Refer to the *Reception Client Services Manual and/or the Staff Contact List*, if required, to advise relevant staff by phone that a visitor in reception requires attention.
- Advise a Manager and/or Coordinator working on the ground floor if a visitor cannot be assisted due to relevant staff unavailability or not responding to contact
- Assist Aboriginal women, in a friendly and professional manner, to access services located on the ground floor: Community Engagement, Koori Women's Place and/or Individual Support Services

Phone Reception

- Answer incoming calls and redirect calls to relevant staff as required or take messages and forward by email to the relevant staff member with the level of urgency, if known.
- Maintain a record of phone calls and messages in the reception diary/log.

Reception area

- Advise any Manager and/or Coordinator working on the ground floor immediately, if a visitor becomes distressed or anxious.
- Maintain a tidy and welcoming space.
- Ensure doors are secured at all times.

General Administration

- Assist with activities and workshops in the Koori Women's Place and with preparing materials to support events.
- Perform administrative tasks such as copying, entering data, packing outgoing packages and other standard office duties.
- Participate in relevant staff and community engagement meetings.
- Attend to basic catering (tea/coffee/water/food) for meetings as required.
- Other duties, as required.

Key selection criteria

Professional / Functional Skills

- Demonstrated evidence of an ability to "get on with people" in a respectful, helpful and friendly way while maintaining a professional approach which does not disclose information about Djirra or clients that would generally be considered confidential.
- Highly regarded by work colleagues, friends and/or family as someone who is trustworthy, punctual, motivated and can be relied upon to follow up on details.
- Demonstrated ability to prioritise work, meet deadlines and maintain a sound time management approach to the day's work
- Ensure all clients and visitors are received in a friendly, prompt and helpful manner, taking appropriate particulars and giving relevant information and/or directions.
- Ensure telephone calls are answered in a friendly, prompt and efficient manner that assists the caller to achieve the objective of their call.
- Be prompt and provide courteous service to clients, colleagues and the broader community.
- Maintain confidentiality on all issues relating to the organisation, the clients & fellow colleagues. Undertake administrative duties as required



Sharing stories, finding solutions



Competency	<ul style="list-style-type: none"> • Comfortable speaking to new people with the aim of putting them at ease and finding out how Djirra can assist them • Relevant work or “lived” experience in Aboriginal communities and/or organisations • Able to be flexible and adapt to changing situations from time to time without feeling overwhelmed or uncomfortable if a routine is temporarily disrupted. • Confident to speak honestly and in a discrete way to supervisors if there are matters - work, personal or cultural- that impact upon the area of work covered by this role
Technical Skills	<ul style="list-style-type: none"> • Basic PC skills and a willingness to learn new programs and systems and apply them in the role
Qualifications	
Completion of Year 12 or equivalent and/or relevant experience (Desirable)	
Workplace health and safety	
<p>Djirra is committed to providing and maintaining the health and safety of its employees.</p> <p>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. Staff are encouraged to undertake related training eg – First Aid training, Fire Warden, etc.</p> <p>Information about these policies are contained in Djirra’s Human Resources Policy Manual.</p>	
We are a Child Safe Organisations	
<p>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 <i>Employee Working With Children Check</i> (in Victoria).</p> <p>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.</p>	
Other important information	
<p>Djirra employees and volunteers are required to act in accordance with Djirra’s values and behaviours of:</p> <ul style="list-style-type: none"> • respect for people and culture • trust • integrity • resilience; and • empowerment <p>Djirra’s employees and volunteers are required to adhere to relevant policies and procedures including, but not limited, to:</p> <ul style="list-style-type: none"> • Code of Conduct Policy • Occupational Health and Safety Policy • Social Media Use Policy • Privacy Information Policy • Conflict of Interest Policy • Volunteer Policy <p>Information about these policies are contained in Djirra’s Human Resources Policy Manual.</p>	



ACKNOWLEDGEMENT

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

Employee name:

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Employee signature:

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Date: / /

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Manager's name:

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Manager's signature:

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Date: / /

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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: / /