



Position title	Brokerage Practitioner
Group	Individual Support Services
Employment status	Ongoing
Salary Range	As per SCHCADS Award
Position reports to	Team Leader, Case Management
Location	292 Hoddle Street, Abbotsford
Delegation	There are no direct reports associated with this role

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 Individual Support Services (ISS) Team provides a number of services to Aboriginal and Torres Strait Islander women who are currently dealing with or have experienced family violence. We offer practical non-legal supports to our legal clients and others, who are currently dealing with family violence or have experienced it in the past including:

- Case management
- Practical support including financial assistance for eligible clients
- Care coordination and advocacy
- Risk assessment and safety planning

The Brokerage Practitioner will work collaboratively with the Manager and Team Leaders

The Brokerage Practitioner will be responsible for the provision, associated documentation and reporting of brokerage including:

- Flexible Support Packages (FSP)
- Family Violence Crisis Brokerage (FVCB)
- Other discreet Brokerage

The Brokerage Program addresses family violence and the impacts on the health and wellbeing of Aboriginal victims and survivors of family violence. The role will support the application process, maintain brokerage program processes, manage the administration side including accurate financial reporting, as well as contributing to the ongoing development of the program.

The role will provide support and secondary consultations to the team and other internal and external program queries with regard to the brokerage program guidelines and application processes. The role will support Aboriginal and Torres Strait Islander women, often presenting with multiple and complex needs, with an aim to bring about outcomes which promote safety, stability and resilience from family violence. This role will provide client-centred, strength-based framework, utilising the Multi Agency Risk and Assessment Management Framework (MARAM), through a trauma-informed lens.

Key accountabilities / Duties

Key accountabilities for this role:

- Provide all clients who access services with non-judgemental, holistic support.
- Follow up all referrals and ensure the best and most appropriate brokerage package is maximised for clients.
- Provide those in crisis with immediate crisis support, risk assessment and access to case management support that assists them to plan for their safety and wellbeing.
- Empower women to develop independent living skills.
- Develop links with networks and community services to access relevant resources and expand our network of community support.
- Complete all administrative requirements in a timely manner and in accordance with Djirra's policies and procedures.

Key duties for this role:

- Work collaboratively as a member of the ISS team to provide culturally safe support to Aboriginal and Torres Strait Islander women who have experienced, or who are currently experiencing, family violence.
- Maintain the brokerage application processes in line with associated procedures and eligibility requirements.
- Receive financial assistance applications and assess eligibility for the brokerage program and ensure effective communication processes to provide updates and outcomes of applications as well as ensuring all applications are completed with required information, documents, and invoices.
- Complete invoicing and payment processes in conjunction with the Finance Manager and Risk and Compliance Lead to ensure accurate data on expenditure for compliance and reporting purposes is available in a timely manner.
- Maintain Brokerage Program processes, with regular reviews to identify opportunities for continuous quality improvement.
- Undertake screening, risk assessment and safety planning in line with the Multi Agency Risk Assessment and Management (MARAM) framework.
- Ensure the maintenance of appropriate files, records and data to facilitate evidence-based practice, quality service delivery and accountability.



- Comply with relevant legislation.
- Participate in regular network meetings, working groups and forums relevant to the work of the role.
- Participate in regular supervision, team meetings, reflection and professional development opportunities.
- Develop a close collaborative working relationship with relevant staff and professionals from internal programs and external agencies.
- Commit to continuous quality improvement of processes and procedures.
- Other duties, as required.

Key selection criteria

Professional / Functional Skills	<ul style="list-style-type: none"> • Demonstrated extensive knowledge and understanding of the Victorian Aboriginal community, particularly in relation to the impact of family violence on Aboriginal women. • Ability to communicate sensitively and effectively with members of the Aboriginal community. • Ability to work effectively as a team member and independently, with minimal supervision. • Ability to manage multiple priorities under pressure, trouble-shoot, and meet short- and long-term deadlines. • Demonstrated experience in budget and financial management within funding streams would be highly regarded. • Excellent written and verbal communication skills. • Excellent critical and creative thinking and analytical skills.
Technical Skills	<ul style="list-style-type: none"> • PC skills, including familiarity with MS suite of tools with intermediate or higher MS excel skills, and experience with databases. • Ability to pick up new systems, including external portals used for compliance reporting.

Qualifications

- Experience in the family violence sector, preferably with Aboriginal and Torres Strait Islander women will be highly regarded but is not essential.
- Tertiary qualifications in Social Work, Community Development, Finance, Bookkeeping or related discipline will be highly regarded but are not essential.
- A Working With Children Check Card.
- A Police Check.
- A Victorian Driver’s License.

Experience

- Knowledge of family violence and working within a framework which preferences women, including how this is utilised to understand and respond to the gendered nature of violence against Aboriginal women.
- Demonstrated commitment and ability to engage and work effectively with disadvantaged women experiencing family violence. Direct experience working in a family violence setting, including a detailed knowledge of the MARAM framework is essential.
- A demonstrated understanding of the issues involved in working with Aboriginal women, families and communities. (Direct experience in working with Aboriginal clients who are at risk as a result of trauma is highly desirable).
- A sound case-management framework to guide and inform interventions, including experience in risk assessment and safety planning. (Direct experience in the delivery of case management and advocacy for Aboriginal women and their families is highly desirable)
- Strong written skills including the capacity to write file notes and reports and to fulfil administrative requirements associated with the position.

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. Staff are encouraged to undertake related training eg – First Aid training, Fire Warden, etc.

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

We are a Child Safe Organisation

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 is 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: / /