



<b>Position title</b>	Djirra Connect Worker
<b>Group</b>	Individual Support Services
<b>Employment status</b>	Ongoing
<b>Salary Range</b>	As per SCHCADS Award
<b>Position reports to</b>	Team Leader, Intake
<b>Location</b>	292 Hoddle Street, Abbotsford
<b>Delegation</b>	There are no direct reports or financial delegation associated with this role

### Organisation environment

Djirra<sup>1</sup> 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.

<sup>1</sup> 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 delivers a high-quality response to Aboriginal and Torres Strait Islander women and their children, who are currently experiencing or have experienced family violence. The team also delivers financial support through flexible support packages to eligible clients. The Djirra Connect team currently provide intake assistance between the hours of 9:00am – 10:00pm, Monday to Friday. There is a plan to extend these hours over time, as the need arises and funding becomes available.

Djirra Connect Workers are the first point of call for Aboriginal and Torres Strait Islander Women when they contact Djirra in person or via the phone. Djirra Connect Workers 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 practical support, case management, legal services, counselling or connection with our Koori Women’s Place (KWP).

**Key accountabilities / Duties**

Key accountabilities for this role are to:

- Work collaboratively as a member of the ISS Team to provide culturally safe support to Aboriginal and Torres Strait Islander women and their children who are currently experiencing or have experienced family violence.
- Provide safe first-stage interaction and intake for Aboriginal and Torres Strait Islander women when they call Djirra seeking help.

Key duties for this role are to:

- Undertake a needs assessment with Aboriginal and Torres Strait Islander women to identify support needs.
- Undertake screening in line with the Multi Agency Risk Assessment and Management (MARAM) framework.
- Provide point in time assistance as required and suitable to Aboriginal and Torres Strait Islander women and their children.
- Facilitate access and referrals for Aboriginal women to other Aboriginal Community Owned Organisations (ACCO’s) and/or mainstream agencies such as mental health, housing, alcohol and drug services and other community services.
- Ensure the maintenance of appropriate files, case note records and statistics to facilitate evidence-based practice, quality service delivery and accountability.
- Comply with all relevant legislation.
- Participate in regular network meetings, working groups and forums relevant to Djirra’s work.
- Participate in regular supervision, team meetings and professional development.
- Develop a close collaborative working relationship with professionals from internal programs and external agencies.
- Perform other duties, as required.

**Key selection criteria**

<p><b>Professional / Functional Skills</b></p>	<ul style="list-style-type: none"> <li>• Demonstrated knowledge and understanding of the Victorian Aboriginal community, particularly in relation to the impact of family violence on Aboriginal women.</li> <li>• 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. Aboriginal women with relevant skills and experience are encouraged to apply.</li> <li>• 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 CRAF and/or MARAM framework is also desirable).</li> <li>• 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).</li> </ul>
<p><b>Competency</b></p>	<ul style="list-style-type: none"> <li>• The ability to apply a flexible, non-judgemental and empowering approach to service delivery.</li> <li>• Demonstrated ability to work independently and as a collaborative team member in a challenging environment and a willingness to learn</li> <li>• A flexible and positive approach to working hours, which will require shift and after-hours work.</li> </ul>



	<ul style="list-style-type: none"> <li>• Demonstrated competencies in the application and use of Microsoft work applications and other data systems.</li> <li>• Ability to pick up new systems, including external portals, for example SHIP used for compliance reporting.</li> <li>• Demonstrated interpersonal skills, sound verbal and written communication skills. Ability to prepare reports, submissions and other relevant documents.</li> <li>• A thorough understanding of the issues relating to confidentiality and mandatory reporting provisions.</li> </ul>
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<b>Technical Skills</b>	<ul style="list-style-type: none"> <li>• PC skills, including familiarity with MS suite of tools and databases.</li> </ul>
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**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 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

**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 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:**   /   /