



Position title	Team Leader Intake
Group	Individual Support Services
Employment status	Ongoing
Salary Range	As per SCHADS Award
Position reports to	Manager, Individual Support Services
Location	292 Hoddle Street, Abbotsford
Delegation	This position has a number of direct reports and financial delegation

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 after-hours support which may include Djirra Connect Workers.
- 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 Djirra's 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 Team Leader (Intake) will work collaboratively with the Manager ISS to provide leadership and support to the Djirra Connect staff within the ISS team.

The intake team currently provides intake assistance from the hours of 9:00am – 10:00pm, Monday to Friday through Djirra Connect. These hours may change over time, as the need arises, and funding becomes available.

The Team Leader (Intake) will oversee the first point of contact with clients and will work with the Djirra Connect team to ensure the receiving and managing of all incoming referrals; and provide a timely same day-response to clients' needs. This includes, but is not limited to, screening, intake and risk assessments, and immediate safety planning.

The Team Leader (Intake) will provide support and secondary consultations to the team and other internal and external program queries in regards to the intake guidelines and application process. 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.

The role will hold a small caseload as well as supervise the team providing client-centred, strength-based casework, utilising the Multi Agency Risk and Assessment Management Framework (MARAM), through a trauma- informed lens.

Key accountabilities / Duties

Key accountabilities:

- Provide leadership, support and supervision to the Djirra intake team.
- Ensure all clients who access services are provided with non-judgemental, holistic support.
- Ensure all referrals are followed up and access to the most appropriate brokerage package is maximised for clients.
- Provide those presenting in crisis are provided with immediate crisis support, risk assessment and access to case management support that assists them to plan for their own safety and wellbeing.
- Empower women to develop independent living skills.
- Assist in developing and maintaining positive internal and external stakeholder relationships and to positively build the profile and reach of the program.
- Complete all administrative requirements in a timely manner and in accordance with Djirra's policies and procedures.
- Be available to work various shifts including after hours and on-call.

The key duties for this position are:

- Coordinate and have oversight of all aspects of the intake program.
- Provide leadership, mentoring and support to the Djirra Connect team.
- Contribute to team morale and encourage a positive team approach to service delivery.
- Ensure evaluation and reporting functions to various funding bodies and stakeholders are met.
- Ensure administrative functions are completed accurately and on time, including meeting internal and external data collection and reporting requirements.
- Undertake screening, risk assessment and safety planning in line with the Multi Agency Risk Assessment and Management (MARAM) framework.
- Foster productive working partnerships and alliances between Djirra Connect staff and their case management colleagues within ISS and internal and external stakeholders.



- Participate in the development of immediate safety plans in collaboration with clients, and where necessary, with other service providers, at the point of intake.
- Assist Aboriginal women and their children to navigate the community services sector and access appropriate services through provision of information, referrals, and advocacy.
- Ensure the maintenance of appropriate files, case note records and statistics to facilitate evidence-based practice, quality service delivery and accountability.
- Comply with relevant legislation.
- Participate in regular supervision, team meetings, reflection and professional development opportunities.
- Assist in the development and implementation of new projects and initiatives relevant to supporting Aboriginal women and children who have experienced family violence.
- 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 capacity to provide leadership, supervision and co-ordination to a small Djirra Connect team with a range of qualifications and experiences. • 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. • Experience in program development, implementation and review. • Strong written and verbal communication skill including the capacity to fulfil reporting and administrative requirements associated with the position.
Competency	<ul style="list-style-type: none"> • Demonstrated capacity to provide leadership, supervision and co-ordination to a small team of Djirra Connect Workers with a range of qualifications and experiences. • A sound case-management framework to guide and inform interventions, including experience in risk assessment and safety planning. • Direct experience in the delivery of intake, support and advocacy for Aboriginal women and their families is highly desirable. • Experience in program development, implementation and review. • Strong written and verbal communication skill including the capacity to fulfil reporting and administrative requirements associated with the position. • A flexible and positive approach to working hours, which will require shift and after-hours work, as well as being on-call.
Technical Skills	<ul style="list-style-type: none"> • PC skills, including familiarity with MS suite of tools and data bases.

Qualifications

- At least 2 years' experience in the family violence sector, preferably with Aboriginal and Torres Strait Islander women.
- Tertiary qualifications in Social Work, Community Development or related discipline with relevant working experience would be highly regarded.
- 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; a detailed knowledge of the CRAF and/or MARAM framework is also desirable but not essential.
- A demonstrated understanding of the issues involved in working with Aboriginal women, families and communities.
- Direct experience 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.
- Experience in intake and advocacy for Aboriginal women and their families is highly desirable.
- Strong written skills including the capacity to write case-notes and fulfil administrative requirements associated with the position (or a willingness to learn).

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: / /