



Position title	Cultural Projects Administrative Support Worker
Group	Community Engagement
Employment status	0.8 part time/fixed term
Salary Range	As per SCHCADS Award
Position reports to	Managers Community Engagement
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.

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 principles and values of cultural safety are at the core of Djirra’s work. We recognise that Aboriginal staff come with lived experience, knowledge of cultural and community issues and an understanding of the challenges experienced in accessing services as an Aboriginal person. We know that non-Aboriginal staff bring valued expertise and skills to Djirra but cannot have innate cultural perspectives of Aboriginal identity and experience. We understand that to provide a Djirra “best service” model we need to bring mainstream providers, agencies and organisations into the meaning and practice of cultural safety, thus supporting choice and self-determination for our women. Djirra has a Cultural Projects Team which responds to the various needs and requests for cultural activities, events and workshops.

Djirra nurtures and sustains its focus on and commitment to cultural safety with a portfolio of initiatives, broadly, titled Cultural Projects. This work is undertaken through, but not solely by:

- the roles of our Cultural Adviser, the Cultural Projects Team Leader, a team of Djirra staff, most of whom are Aboriginal women, who contribute to cultural awareness activities and “special events”
- culturally focussed workshops and conversations during staff inductions
- bi-monthly cultural staff meetings
- information sessions with mainstream services led by the Koori Women’s Place
- Yarnin about Cultural Safety zoom sessions, which include small groups virtual visits to country to meet Aboriginal women to discuss culturally important understandings, and
- many more discrete and unique projects and initiatives.

Reporting to the Managers of Community Engagement, you will assist the Cultural Projects Team Leader with the promotion, coordination, administrative support, technical support and delivery of Djirra’s online cultural safety programs. In this role you will ensure that the activities run smoothly and connect with the needs of the mainstream services who engage Djirra, and the staff of Djirra who in their day-to-day work aim to contribute to a culturally safe workplace .

Key accountabilities

- Contribute to the planning and delivery of the Cultural Engagements’ annual plan of Cultural Projects.
- Prepare detailed plans for all activities and ensure relevant information, invitations and/or details are communicated in a timely fashion across the organisation and externally as required.
- Manage registrations, reporting of attendance and general enquiries.
- Ensure workshop materials are received and distributed to participants in a timely manner.
- Promote online workshops through social media platforms and community networks.
- Support the maintenance of systems to ensure reporting as required for accountability purposes.
- Ensure completion of feedback forms and other evaluation tools and complete data entry as required
- Consider feedback from workshop participants and recommend areas for program improvement and greater attendee satisfaction.
- Other duties as reasonable requested by the Manager and the Cultural Projects Team Leader.

Key selection criteria

Professional / Functional Skills

- Demonstrated knowledge and understanding of the Victorian Aboriginal community, particularly in relation to the impact of family violence on Aboriginal women.
- Demonstrated high level of initiative, integrity, tact, and discretion in dealing with sensitive and confidential matters.
- Demonstrated knowledge of digital communication platforms e.g., Zoom, Teams.
- Demonstrated knowledge and familiarity of MS suite of tools and Survey Monkey
- Possession of a professional work ethic, flexibility, and adaptability to change in the work environment, a high degree of motivation, and with a capacity for sustained quality output.
- Strong event management skills with the ability to prioritise work and to work under pressure to meet tight deadlines.





Competency	A minimum of 2 years' experience working in an administrative support capacity in organisations that provide services to Aboriginal and Torres Strait Islander people, and/or other organisations which have a strong client focus
Technical Skills	PC skills, including familiarity of MS suites of tools, Zoom, Teams and Survey Monkey.
Qualifications	
Qualifications and/or experience in relevant workplaces or an ability to demonstrate a keen interest in working at Djirra in a support role	
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:

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: / /