



Position title	Senior Support Worker (SSW) Koori Women’s Place (KWP)
Group	Community Engagement
Employment status	Fulltime/Fixed Term
Salary Range	As per SCHCADS Award
Position reports to	Reports to Manager Community Engagement
Location	Abbotsford
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 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

Our services exist for Aboriginal women and more generally, for Aboriginal people who experience family violence in different stages of their lives. Preventing and addressing family violence is at the core of our work.

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.





You will contribute to the provision and delivery of a culturally appropriate support service which assists Aboriginal women who are facing family violence issues.

In the Koori Women's Place at our Abbotsford Head Office, you will work in a culturally sensitive way to ensure Aboriginal women are provided with information and intensive support to connect them to a range of internal and external service providers, and assist them to navigate complex service systems.

Your role as a SSW will support the KWP Coordinator to build a culturally appropriate and safe environment for Aboriginal women to gather and to attend events, activities and programs aimed at empowering women with knowledge, friendship and support.

You will coordinate and assist with the delivery of the KWP's annual program of activities both online and face to face ensuring that the activities run smoothly and connect with the cultural, social and personal interests of Aboriginal women.

You will be right for this job if you are an energetic person who enjoys working in teams and demonstrates warmth, humour and flexibility.

Key accountabilities

Supporting Aboriginal Women

- Contribute to maintaining a positive and welcoming environment by providing a warm and inviting atmosphere for Aboriginal women visiting the KWP.
- Greet women upon arrival and assess their immediate safety and support needs and determine if they require referral to legal and other supports.
- Ensure appropriate levels of privacy and confidentiality and ensure cultural boundaries and respect are maintained with Aboriginal women, colleagues and external contacts in a culturally safe and appropriate manner.
- With a vision to empower Aboriginal women, assist women engaging with the KWP to access information and external services through established contacts and networks.
- Provide Aboriginal women with assistance and guidance, where appropriate, to manage housing/rental applications, Centrelink, Medicare, education, employment applications etc., including attending meetings with them where appropriate.

KWP Program

- Contribute to the coordination of the agreed KWP annual plan of activities by:
 - Arranging the location, décor, catering, entertainment, transportation, invitation list, special guests, equipment, promotional material etc. and returning the event space to its original state pre-event.
 - Proactively handling any arising issues and respond to any emerging problems pre-event and on the event day.
 - Engaging with facilitators and attendees, and recognising and offering additional support to Aboriginal women and children.
- Consider feedback from event participants, and recommend to the KWP Coordinator areas for program improvement and greater attendee satisfaction.
- Ensure resources for KWP services and programs are stocked, re-ordered, and neatly maintained.
- Complete general admin/office duties including word processing, filing, scanning, photocopying, faxing and maintaining records of incoming and outgoing communications.



Networking, Liaison and Community Outreach

- Develop and maintain relationships with a broad range of stakeholders providing specialist support to people experiencing family violence, such as: Aboriginal Community Controlled Organisations, mainstream and Government services.
- Attend stakeholder meetings and events.
- Conduct regular wellbeing/care checks with women engaged with the KWP through various communication modes including contact with external support services.
- Maintain knowledge of external community events and identify opportunities for networking, promotion and engagement with community.
- Liaise with Aboriginal women, Aboriginal communities, and the public to promote and refer individuals to the KWP Program and Djirra services.

Team Work

- Demonstrate teamwork and strong communication with the KWP team and across the organization.
- Contribute to the work of ensuring that files and data are managed appropriately ensuring timely, accurate, secure and confidential treatment consistent with the standard business practices of the organisation.
- Answer phone calls, emails and requests from all other communication modes in a timely and warm professional manner and take responsibility for follow up actions.

Accountability

- Comply with Djirra’s service standards as described in policy and operational manuals.
- Attend training as directed relevant to the support of Aboriginal people experiencing family violence.
- Undertake travel to support the work of Djirra as required.
- Contribute to the broader work of Djirra, undertaking other tasks that contribute to Djirra’s goals as required.

Occupational Health and Safety

- Implement, follow and help others to follow all health and safety procedures, and initiate, implement and participate in all relevant training and complete and manage timely reporting of any hazards, injuries or incidents.
- Proactively report on opportunities for improved health and safety.

Skills and attributes

- Maintain a flexible, collegial and professional approach to working with other staff within Djirra;
- Maintain an ability to work both independently and as a member of various teams within Djirra;
- Maintain confidentiality and demonstrate a consistent ability to handle challenging situations with sensitivity, cultural appropriateness and tact.

Decision Making Authority

- Decision making within scope of responsibilities.
- Recognise when to involve / escalate issues to the KWP Coordinator.

Key selection criteria

Professional / Functional Skills

- Demonstrated knowledge and understanding of Aboriginal and Torres Strait Islander societies and cultures and the issues affecting these societies, including family violence, sexual assault, family law and care and protection of children as well as the underlying contributing factors.
- Demonstrated high level of initiative, integrity, tact, and discretion in dealing with sensitive and confidential matters. 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.





	<ul style="list-style-type: none"> • Demonstrated high-level oral communication and listening skills with particular capacity to communicate effectively and build strong trusting relationships with Aboriginal people who have experienced trauma. • Demonstrated skills in working effectively with others in the pursuit of team goals, sharing information, supporting others, showing consideration, concern and respect for colleagues and stakeholders.
Competency	<ul style="list-style-type: none"> • Evidence of being adaptable, self-reflective, receptive to new ideas & feedback and adjusting easily to changing work demands & circumstances. • An open-minded approach to supporting and empowering Aboriginal women with complex needs, including behavioural issues
Technical Skills	<ul style="list-style-type: none"> • Intermediate PC skills, including familiarity with the Microsoft suite of tools. • A current driver's license is essential. Some out-of-hours and/or overnight travel may be required.

Qualifications

- Experience working in Aboriginal organisations, the community and/or private sector in roles requiring knowledge and intuitive skills to support Aboriginal women with complex and challenging needs.
- Experience working with people experiencing family violence and/or sexual assault.
- Training or Qualification in Social Work, Community Services, Community Welfare, or a related field is desirable.

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.

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

We are a Child Safe Organisations

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:

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Employee signature:

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Date: / /

Manager's name:

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Manager's signature:

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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: / /