

<b>Position title</b>	Director, Engagement and Support
<b>Group</b>	Office of the Chief Executive Officer
<b>Employment status</b>	Full time, Ongoing
<b>Salary Range</b>	Negotiable
<b>Position reports to</b>	Deputy Chief Executive Officer
<b>Location</b>	Abbotsford
<b>Delegation</b>	Delegations as per Djirra's Schedule of Delegations
<b>Direct Reports</b>	Three (3) direct reports across the following Directorate units: <ul style="list-style-type: none"> <li>• Community Engagement (2)</li> <li>• Individual Support Services (1)</li> </ul>

### 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 are 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 Director, Engagement and Support provides strategic and operational leadership. As a member of Djirra’s Senior Executive Team, the Director, Engagement and Support will play a key role in supporting the Chief Executive Officer and Deputy CEO in the implementation of Djirra’s strategic direction and initiatives, Aboriginal employment and advancement, genuine partnerships with community and day to day leadership support to the Community Engagement and Individual Support Services management team.

The Director, Engagement and Support will also ensure a focus on cultural safety, client outcomes, local area context, issues and strengths, continuous improvement in service quality and performance, effective resource management and ensuring that Djirra’s programs and services are delivering on Victoria’s reform agenda for family violence and child and family services.

### Key accountabilities

- Innovate and lead the growth, change and development of multi-disciplinary teams including the cultural safety and oversight of high-quality programs and client services for Aboriginal women.
- Building effective partnerships with community, developing pathways for consultation and engagement; responding to community needs.
- Strategically cultivate and sustain strong collaborative relationships with internal and external stakeholders, for example Dhelk Dja, Department of Justice and Community Safety, Safe Steps, Family Safety Victoria, Orange Door.
- Promote a transparent, performance-oriented culture within the organisation that encourages staff development and ensures workplans and supervision systems are in place to meet Djirra’s values, strategies, and objectives.
- Lead and implement targeted strategies which build the profile and influence of, and engagement with Djirra.
- Work collaboratively with the management team to achieve the objectives of the strategic and operational plans.
- Represent Djirra on key stakeholder committees and groups and contribute to relevant committee and governance processes.
- As a member of the Senior Management team, actively pursue and contribute to establishment and support of improved ways of working within a cross-functional organisation, including processes and accountabilities.
- Assist with any other tasks as reasonably requested by Deputy CEO.

### Key selection criteria

<p><b>Professional / Functional Skills</b></p>	<ul style="list-style-type: none"> <li>• Demonstrated extensive knowledge and understanding of the Victorian Aboriginal community, particularly in relation to the impact of family violence on Aboriginal women.</li> <li>• Demonstrated experience of family violence service delivery with diverse communities.</li> <li>• Demonstrated capacity to maintain sensitive information, maintain confidentiality and remain impartial at all times.</li> <li>• Demonstrated experience in successfully leading, managing, and developing senior staff and providing advice at an advanced level.</li> <li>• Ability to build relationships and collaborate with internal and external stakeholders</li> <li>• A comprehensive understanding of the determinants, dynamics, and impact of violence against women from a feminist intersectional evidence base.</li> <li>• Outstanding track record in the provision of proactive and timely expert and strategic advice</li> <li>• Excellent personal and interpersonal skills.</li> <li>• Proven ability to manage competing priorities with a high level of expertise and professionalism.</li> </ul>
<p><b>Competency</b></p>	<ul style="list-style-type: none"> <li>• <b>Integrity</b> – provide proactive strategic advice, be genuine, fair, and ethical in their behaviours and ensure decisions, judgements and actions are guided by a moral compass which aligns with Djirra’s values and behaviours.</li> <li>• <b>Building sustainable partnerships</b> – Foster effective proactive relationships with key stakeholders (internal and external).</li> <li>• <b>Executing outcomes through people</b> – Embed Djirra’s vision and strategy; create a culture of learning and leadership development; build resilient, effective, diverse and well-functioning teams; engage and motivate people; harness others energy and diverse skills in achieving results; maximise the potential and performance of staff; and build staff capability.</li> </ul>



	<ul style="list-style-type: none"> <li>• <b>Practice Development skills</b> – Demonstrated high level technical expertise in practice responses to family violence and in the development and implementation of high-quality programmatic responses to family violence.</li> <li>• <b>Communication</b> - High level written and verbal communication skills.</li> <li>• <b>Problem Solving</b> – Develops and evaluates solutions with consideration for likely business impacts, developing contingency plans and ensuring stakeholders are actively engaged in the problem-solving process.</li> <li>• <b>Stakeholder Management</b> – Manages development and implementation of internal and external stakeholder initiatives, creates lasting relationships with stakeholder groups, and partners/ stakeholders to broker shared solutions in new areas.</li> <li>• <b>Personal proficiency</b> - Consistently model the Djirra’s values and behaviours, display strength and courage, manage, and adjust leadership approaches, manage pressured and stressful situations and display commitment to ongoing personal development.</li> <li>• <b>Respect</b> - Values others and respects difference.</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.</li> </ul>
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**Qualifications**

Desirable: Relevant tertiary qualifications or commensurate experience in the community and/or family violence sector

**Workplace health and safety**

Djirra is committed to providing and maintaining the health and safety of its employees.

The Director, Engagement and Support is expected to lead by example in actively supporting, promoting, and implementing the requirements of Djirra’s health and safety management system – policies, procedures and processes and actively support in participating in programs and initiatives that positively promote their health, safety, and wellbeing.

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 e.g. – First Aid training, Fire Warden, etc.

Information about these policies is 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, always. 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.

In line with the Victorian government mandate all Djirra workers - including employees, volunteers, contractors, and students on placement - must either

- be fully vaccinated against COVID-19, or
- hold a completed and signed Australian Immunisation Register medical exemption.

Djirra requires this of anyone who is working remotely or virtually with or for Djirra, as well as those working face to face. This is to ensure we are consistently promoting, supporting, and re-enforcing the importance of vaccination for the communities Djirra works with, and for all our staff.

We require evidence from each person we engage that they meet the requirements.

**ACKNOWLEDGEMENT**

I acknowledge that I have received a copy of the Position Description and have read and understand its contents.

<b>Employee name:</b>		
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<b>Employee signature:</b>		<b>Date:</b> / /
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<b>Manager’s name:</b>		
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<b>Manager’s signature:</b>		<b>Date:</b> / /
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**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:** / /