



Position title	Operations Administration Officer
Group	Operations
Employment status	Full time, Ongoing
Salary Range	As per SCHCADS Award <i>(if applicable)</i>
Position reports to	Facilities Coordinator
Location	Abbotsford and Collingwood Offices
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 position sits within the Operations team, reporting to the Facilities Coordinator and will work across both the Abbotsford and Collingwood offices. You will provide administrative and operational support to all Djirra locations and teams, in addition to providing assistance as required on reception in Abbotsford.

The incumbent is expected to provide a high level of customer service and ensure the reception area operates effectively and is always professionally maintained.

Key accountabilities

- Attend to incoming telephone calls and queries to reception
- Process daily correspondence, including incoming and outgoing mail, parcels, and courier services
- Management of general incoming email enquiries and circulating accordingly
- Maintain operational administration registers and documentation as directed
- Coordinate the booking of meeting rooms, travel, training and catering as directed
- Purchase and maintain an inventory of stationery, kitchen/bathroom supplies, photocopier/printer consumables and IT equipment for the organisation, and other supplies as delegated by the Facilities Coordinator
- Ensure Djirra promotional material is displayed
- Ensure reception, kitchen area and client facing meeting rooms are kept tidy and well presented.
- Contribute to and support Djirra events, campaigns and projects as required
- Provide support as required for all Djirra visitors entering and leaving the building (including COVID-19 screening as required)
- Attend and participate in team meetings, all staff meetings and other meetings as required.
- Provide additional facilities and administration support as directed by the Facilities Coordinator.
- Be able to work across both the Abbotsford and Collingwood offices weekly.

Occupational Health and Safety

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

Decision making authority

- All decision making within scope of responsibilities
- Recognise when to involve / escalate to your manager.

Key interactions

- Internal: Operations Manager, Human Resources Advisor, Facilities Coordinator, Koori Women’s Place (KWP) other employees
- External: Callers & Visitors, IT Helpdesk, suppliers, contractors, cleaners

Key selection criteria

Professional / Functional Skills

Essential

- Demonstrated capacity to manage sensitive information, maintain confidentiality and always remain impartial.



Sharing stories, finding solutions



	<ul style="list-style-type: none"> • Demonstrated knowledge and understanding of Victorian Aboriginal communities. • Demonstrated ability to work or learn to work with Aboriginal organisations, communities and individuals in culturally appropriate ways as well as mainstream organisations. • Maturity, flexibility and empathetic to the needs of Aboriginal victims and survivors of family violence, particularly women. • Demonstrated ability to provide professional, customer service to all internal and external stakeholders. • Demonstrated ability to effectively undertake general office administration. • Reliable, friendly and team orientated. • Demonstrated ability to work independently and as part of a team. <p>Desirable</p> <ul style="list-style-type: none"> • Experience working in a community-based organisation.
Competency	<ul style="list-style-type: none"> • Comfortable speaking to new people with the aim of putting them at ease and finding out how Djirra can assist them • Able to be flexible and adapt to changing situations from time to time without feeling overwhelmed or uncomfortable. • Strong communication, assertiveness and negotiation skills. • Highly organised with ability to plan, prioritise and complete own work efficiently and accurately with minimal supervision.
Technical Skills	<ul style="list-style-type: none"> • Intermediate PC skills, including strong familiarity with MS suite of programs. • Demonstrated experience using reception phone systems.

Qualifications

Essential

- A minimum of two years' experience in providing reception and administrative duties.

Desirable

- Experience in an Aboriginal Community Controlled Organisation, legal and/or community setting.
- Diploma in business administration (or equivalent qualification)

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 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, 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.



Sharing stories, finding solutions



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.

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