



Position title	Monitoring, Evaluation & Learning (MEL) Advisor
Group	Individual Support Services
Employment status	Fixed term (12 months), Full time
Salary Range	As per SCHCADS Award
Position reports to	Monitoring, Evaluation and Learning Manager
Location	Abbotsford Office & Collingwood Office
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 Individual Support Services team provides intensive support services to Aboriginal women who are experiencing or have experienced family violence and are at risk of further harm. The team’s interventions range from short-term crisis responses to longer-term intensive case-management.

Djirra is committed to Aboriginal led program and service design, monitoring and evaluation. Due to the diversity and complexity of services and programs across Djirra, and the specific evidence and reporting needs within Djirra’s Individual Support Services (ISS), a dedicated ISS MEL Advisor role is needed within this program area.

This purpose of the dedicated ISS MEL role is to:

- Support the service to meet its mandatory data standards and funder reporting requirements.
- Develop an evidence base for the work ISS does and the outcomes it achieves
- Develop a sustainable MEL practice within ISS to support a culture of valuing evidence and using evidence for planning, design, service delivery improvement and to inform policy & advocacy

Key accountabilities

- Support ISS to use the SHIP, VADC databases (and other relevant data systems) to effectively capture and report on data that reflects service delivery and meets internal and external information needs, with a focus on building the capacity of ISS staff.
- Lead routine program reporting requirements for ISS, including reports to funders.
- Develop and operationalise an ISS MEL framework to support service decision making, internal and external reporting and policy & advocacy.
- Develop appropriate and culturally safe data collection tools and processes. This will include tools and processes for collecting and storing case studies, client and stakeholder feedback.
- Build ISS staff capacity in MEL practice, improving staff perceptions on the value of MEL, developing staff understanding of MEL concepts, and supporting ongoing MEL practice in their roles.
- Manage external consultants providing technical support for MEL and data management activities in ISS.
- Support cross-program and organisation-wide program/service design & MEL initiatives, including the Djirra Outcomes Framework and alignment with Djirra Strategic Plan.
- Build and maintain relationships with relevant stakeholders across the Family Violence sector in relation to evaluation, data and service planning and promote Djirra’s experience in designing and implementing culturally appropriate MEL practice in the sector.
- Other duties as reasonably requested

Decision-making authority:

- All decision making in consultation with your manager and where applicable the Manager ISS
- Recognise when to escalate to your manager.

Key interactions:

Internal: Monitoring, Evaluation & Learning Manager, ISS Manager & Team Leaders, Manager Learning and Practice Development, Workforce Development Advisor & Practice Lead, Policy & Strategy

External:

- Evaluation units of relevant funding bodies;
- Potential research partners and potential funders of MEL projects;
- MEL Communities of Practice in the Family Violence Sector;
- External consultants commissioned for MEL or data management activities.

Key selection criteria

Professional / Functional Skills

Essential:

- Previous professional experience in a similar or relatable environment (e.g. community services sector)
- Demonstrated knowledge and understanding of Aboriginal and Torres Strait Islander communities and ability to demonstrate cultural safety and cultural respect





	<ul style="list-style-type: none"> • Demonstrated experience in program and service design, development of theories of change and MEL frameworks, including using collaborative and participatory approaches • Demonstrated experience in MEL capacity building of teams • Demonstrated expertise in mixed-method research/evaluation approaches • Demonstrated experience using data management systems or software for data capture and reporting • Demonstrated expertise in data analysis • The ability to translate and present evaluation findings for a variety of audiences in a variety of formats, including skills in data visualisation. <p>Desirable:</p> <ul style="list-style-type: none"> • Experience working with Aboriginal and Torres Strait Islander communities and organisations • Experience working in the Family Violence sector and/or on family violence programs/services including case management • Experience with the SHIP database • Experience working in complex funding environments.
Competency	<ul style="list-style-type: none"> • Strong interpersonal skills • Strong written and verbal communication skills • Strong analytical and problem-solving skills • Ability to work both autonomously and collaboratively • Stakeholder management skills • Flexible, easy going with a “can do attitude”.
Technical Skills	<ul style="list-style-type: none"> • Intermediate Microsoft Excel • Familiarity with qualitative and quantitative data collection and analysis software.
Qualifications	
<p>Essential: Under-graduate or post-graduate qualification or demonstrated experience in service/program design, monitoring and evaluation.</p> <p>Desirable: Qualifications in an area related to data science or data management.</p>	
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 e.g. – First Aid training, Fire Warden, etc.</p> <p>Information about these policies is 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

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.

Initials: _____

Date: / /

