



<b>Position title</b>	Director Corporate Services
<b>Group</b>	Senior Executive Team
<b>Employment status</b>	Full-time, Ongoing
<b>Salary Range</b>	Negotiable
<b>Position reports to</b>	Deputy Chief Executive Officer
<b>Location</b>	Collingwood/Abbotsford
<b>Delegation</b>	Delegations as per Djirra's Schedule of Delegations
<b>Direct reports</b>	Two direct reports including: <ul style="list-style-type: none"> <li>• Finance Manager</li> <li>• Operations Manager</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 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.

<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**

This is a newly created position reporting to the Deputy Chief Executive Officer (CEO). As a member of Djirra’s Senior Executive Team, the Director Corporate Services plays a key role in supporting the CEO and Deputy CEO in the development of Djirra’s strategic direction and initiatives. The role is responsible for leading the delivery of critical corporate functions including the key portfolios of finance, human resources, operations, risk and governance, information technology and fleet and assets/facilities management. The role will have a key focus on driving organisational change through developing, implementing and continuously improving business support systems and processes and examining strategic options to ensure that the Corporate Services directorate functions effectively to meet the needs of the organisation.

**Key accountabilities**

- Provide leadership and strategic direction and advice to the CEO and Deputy CEO.
- Deliver best practice in corporate service strategies with a focus on improving organisational outcomes.
- Drive organisational change management and continuous improvement practice, process, and systems.
- Develop and implement an organisation wide workforce development and capability strategy.
- Strategically manage complex financial, operational, planning, resources and HR issues.
- Work collaboratively with the senior executive and management teams 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.
- Deliver a wide range of internal and external services that strengthen organisational capability and financial sustainability and support a culture of performance and accountability.
- Build and maintain sustainable and collaborative partnerships with internal and external stakeholders including funding and regulatory bodies.
- Lead effective systems development and process improvements to support Djirra’s rapid growth and transformation as we deliver broad ranging services to the community.
- Assist with any other tasks as reasonably requested by Deputy CEO.

**Key selection criteria**

<b>Professional / Functional Skills</b>	<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 ability to communicate sensitively and effectively with members of the Aboriginal community.</li> <li>• Demonstrated ability to develop, analyse, and evaluate budgets and financial reports, including the ability to critically analyse evaluate cost drivers, savings and business improvement opportunities</li> <li>• Demonstrate contemporary leadership, exemplary relationship management skills as well as comfort with ambiguity and complexity.</li> <li>• Proven experience leading similar corporate functions in complex and multifaceted environments.</li> <li>• Significant and demonstrated experience in a leadership/senior management role within a complex environment with state-wide or national responsibility.</li> <li>• Excellent interpersonal and communication skills and the ability to produce high quality written and verbal reports.</li> <li>• Highly developed organisational skills and proven ability to manage competing priorities with a high level of expertise and professionalism.</li> <li>• Highly developed consultation and negotiation skills, demonstrated at executive and senior management levels.</li> </ul>
<b>Competency</b>	<ul style="list-style-type: none"> <li>• Integrity - 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>• Building sustainable partnerships – Foster effective proactive relationships with key stakeholders (internal, external).</li> <li>• Executing outcomes through people - Embed Djirra’s vision and strategy; create a culture of learning and leadership development; build resilient, effective, diverse and well-functioning teams; engage and</li> </ul>



	<p>motivate people; harness others' energy and diverse skills in achieving results; maximise the potential and performance of staff; and build staff capability.</p>
<p><b>Technical Skills</b></p>	<ul style="list-style-type: none"> <li>• Knowledge of best practice systems and approaches to organisational development, effective financial management; including systems for successful management of budgets and forecasting.</li> </ul>
<p><b>Qualifications</b></p>	
<p>Tertiary qualification in Commerce, Change management, Business Administration, Accounting, Human Resources or related fields.</p>	
<p><b>Workplace health and safety</b></p>	
<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>	
<p><b>We are a Child Safe Organisations</b></p>	
<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>	
<p><b>Other important information</b></p>	
<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"> <li>• respect for people and culture</li> <li>• trust</li> <li>• integrity</li> <li>• resilience; and</li> <li>• empowerment</li> </ul> <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"> <li>• Code of Conduct Policy</li> <li>• Occupational Health and Safety Policy</li> <li>• Social Media Use Policy</li> <li>• Privacy Information Policy</li> <li>• Conflict of Interest Policy</li> <li>• Volunteer Policy</li> </ul> <p>Information about these policies is contained in Djirra's Human Resources Policy Manual.</p> <p>In line with the Victorian government mandate all Djirra workers - including employees, volunteers, contractors, and students on placement - must either:</p> <ul style="list-style-type: none"> <li>• be fully vaccinated against COVID-19, or</li> <li>• hold a completed and signed Australian Immunisation Register medical exemption.</li> </ul>	



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:** / /