

Position title	Communications Support Officer
Group	Strategy
Employment status	Full time, ongoing
Salary Range	As per SCHCADS Award
Position reports to	Head of Strategic Communications
Location	Collingwood or another Djirra office
Delegation	There are no direct reports or financial delegation associated with this role.

Organisation environment

Djirra¹ is an Aboriginal Community Controlled Organisation (ACCO) with over 20 years' experience accompanying Aboriginal and Torres Strait Islander women, and their children, on their individual journeys. We find solutions through Aboriginal and Torres Strait Islander women sharing their stories, journeys, and experiences. Djirra celebrates women's strength and resilience. We are committed to a future without family violence.

We deliver holistic, culturally safe, specialist family violence support, legal services and case management, alongside cultural and wellbeing workshops and programs. Our services have state-wide reach, touching every part of Victoria to meet the needs of Aboriginal and Torres Strait Islander women. Self-determination is the foundation of everything we do.

Djirra amplifies the voices of Aboriginal and Torres Strait Islander women. We advocate for system-wide change to improve access to justice, eliminate systemic violence, and strengthen women's resilience.

We are an active member of the National Family Violence Prevention and Legal Services Forum, the peak body for Aboriginal and Torres Strait Islander people who are experiencing or at risk of family violence.

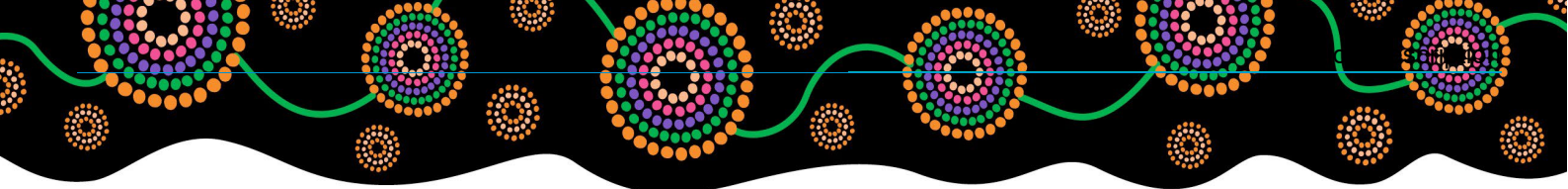
Role purpose

Reporting to the Head of Strategic Communications, the role supports Djirra's marketing and communications and engagement activities and projects, and monitors and reports on the effectiveness of communications.

Under the direction of the Head of Strategic Communications and working with the Communications and Engagement Coordinator, you will help implement media and communications activity, underpinning our efforts to effectively communicate Djirra priorities and build Djirra's public profile, provide timely and accurate measurement and reporting of communications activities, undertake effective copywriting and provide administrative support.

Key accountabilities

- Under supervision of Head of Strategic Communications, author, review, and produce communication materials tailored for diverse audiences.
- Collaborate on the creation of diverse communication products, spanning web content, video, digital platforms, and print, including liaising with external suppliers, to ensure that they are delivered on time.



- Apply tools to assess and report on the impact of, and make recommendations for improving the reach and impact of, Djirra communications strategies, products and materials on an ongoing basis. This includes monitoring and reporting on proactive, reactive and incidental media coverage.
- Collaborate with web developers and IT teams to develop and implement changes and ensure the website is technically sound, secure, and optimised for performance.
- Ensuring accuracy in the development and maintenance of our distribution lists.
- Coordinate input for strategic communications and events, including coordinating internal communications activities – including collating and publicising internal news.
- Providing general communications support to the broader Djirra team, including driving social media moderation and checking social media accounts (including from time to time, outside of core business hours when required)
- Assisting with the coordination of key meetings and events, including circulating agendas, talking points, run sheets, taking minutes and coordinating logistics.

Key selection criteria

Professional / Functional Skills

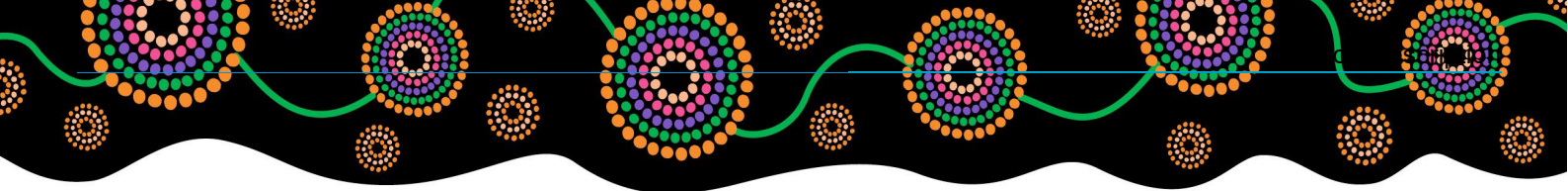
- Demonstrated knowledge and understanding of the Victorian Aboriginal community, particularly in relation to the impact of family violence on Aboriginal women.
- Demonstrated ability to communicate sensitively and effectively with members of the Aboriginal community.
- An understanding of image, style and branding and a flair for a range of creative and effective design work.
- Experience in planning, writing, scheduling, coordinating, and evaluating a range of communications. This includes social media posts and digital advertising to support the overall strategic priorities of Djirra, using tools including digital analytics, Hootsuite and Google Ads.
- Good computer literacy, including experience with a range of publishing, photo and video editing, word processing, spreadsheet, database and presentation tools and programs.
- Strong project management skills with the ability to prioritise work and to work under pressure to meet tight deadlines.
- Excellent written and verbal communication skills and proven ability to distil complex messaging into accessible language for diverse audiences.

Competency

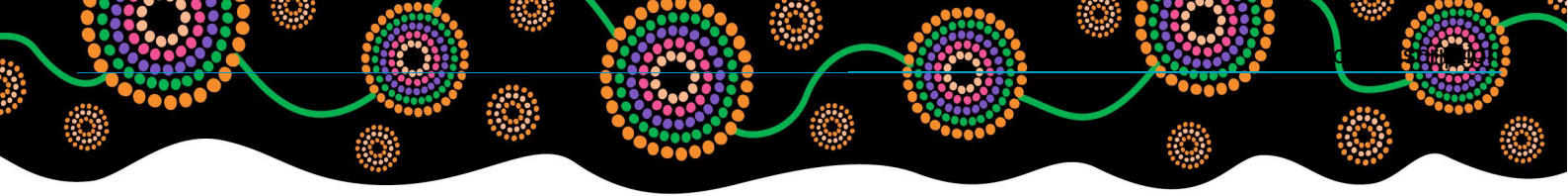
- **Project Management** – Under general direction, is skilled at developing project scopes and briefs and manages projects including coordinating the activities of project members to address issues and meet timelines.
- **Stakeholder Management** - Establishes productive relationships with stakeholders and develops effective stakeholder-oriented responses.
- **Interpersonal skills** - Builds strong relationships and develops an understanding of others in order to motivate them and confidently address conflict situations.
- **Organising and Planning** – works diligently to manage and plan their own workload with multiple priorities and deadlines, under general directions in functions that require the applications of skills and knowledge appropriate to the work.
- **Communication**- effective at written and verbal communication, with skills in producing good quality, engaging and persuasive content for diverse audiences.
- **Analysis**- good quality analytical skills with capabilities to use tools to assess performance, synthesise learning and indicate areas for potential improvement or change.

Technical skills

- PC skills, including familiarity with MS suite of tools.



	<ul style="list-style-type: none">• Experience in social media managing software and digital marketing platforms (desirable)• Graphic design, photography and video editing skills (desirable).
Qualifications	
<ul style="list-style-type: none">• A Working with Children Check Card• A National Police Check• A degree in communications, public relations, journalism, or marketing would be highly regarded. Working history in this area is highly favourable.	
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’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">• Code of Conduct Policy• Occupational Health and Safety Policy• Social Media Use Policy• Privacy Information Policy• Conflict of Interest Policy• Volunteer Policy <p>All Djirra employees, volunteers and students on placement - must either:</p> <ul style="list-style-type: none">• be fully vaccinated against COVID-19, or• hold a completed and signed Australian Immunisation Register medical exemption. <p>We require evidence from each person we engage that they meet the requirements.</p>	



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: / /