



<b>Position title</b>	Support Officer
<b>Group</b>	Senior Executive Team
<b>Employment status</b>	0.8 FTE, Ongoing
<b>Salary Range</b>	As per SCHCADS Award
<b>Position reports to</b>	Deputy Chief Executive Officer
<b>Location</b>	Abbotsford and Melton
<b>Delegation</b>	Not applicable

### Organisation environment

Djirra<sup>1</sup> is an Aboriginal Community Controlled Organisation 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

The Senior Executive Team (SET) consists of the Deputy Chief Executive Officer and Directors (4) of Legal Services, Corporate Services, Office of the CEO and Engagement and Support.

The Support Officer will provide high level administration, coordination and support services to the Deputy CEO and SET including secretariat support for SET and managers meetings, event coordination, Djirra merchandise stock control and project support activities.

### Key accountabilities / Duties

- Ensure the smooth operation of the Deputy CEO's office. Promptly and efficiently addressing any issues and managing tasks even in the Deputy CEO's absence.
- Effectively and efficiently manage the diary of the Deputy CEO
- Maintain documents and records, ensuring confidentiality for the Deputy CEO and SET.
- Manage the booking of and travel itineraries for the Deputy CEO.
- Arrange meetings and catering requirements for the SET
- Manage incoming and outgoing email communications where required by the Deputy CEO.
- Coordinate and maintain merchandise stock control across Djirra program areas to ensure adequate availability of sale and program merchandise.
- Identify opportunities for continuous quality improvement of processes and procedures and ensure the maintenance of appropriate files, records, and data to facilitate, quality service delivery and accountability,

<sup>1</sup> Djirra is the Woivurrung 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.



- Prepare a broad range of information and briefing reports on issues for SET and DCEO/CEO as required.
- Support the delivery of small projects and events (including the development of project plans and reports to support progress reporting).
- Participate in regular network meetings, working groups and forums relevant to the work of the role.
- Participate in team meetings, organisational meetings, and professional development opportunities.
- Other duties, as required.

### Key selection criteria

#### Professional / Functional Skills

##### Essential

- 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 focused administrative support.
- Demonstrated ability to effectively undertake executive level administration duties.
- Reliable, friendly and team orientated.
- Demonstrated ability to work independently and as part of a team.

##### Desirable

- Experience working in a community-based organisation.

#### Competency

- Self-motivated and capable of working independently
- Thrives in a high performing and collaborative work environment with varied duties
- Excellent time management skills that demonstrate an ability to prioritise and execute tasks within timeframes.
- Effective verbal and written communication with the ability to express thoughts clearly and actively listen to ensure stakeholder requirements are clearly understood.
- Highly organised with strong attention to detail, proactive, takes initiative with a results-driven approach
- Builds strong relationships and develops an understanding of others to motivate them and confidently address conflict situations.

#### Technical Skills

- Advanced computer skills, including familiarity with MS suite of tools with intermediate or higher MS excel skills, and experience with databases.
- Ability to learn new systems, including external portals.

### Qualifications

#### Essential

- A Working with Children Check Card
- A Police Check
- A current driver's licence is essential. Some out-of-hours travel, regular regional travel and/or overnights may be required.
- A minimum of three years' experience in an administration and support role or providing reception services.

#### Desirable

- Experience in an Aboriginal Community Controlled, 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.



Sharing stories, finding solutions



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 Organisation

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.

### 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.



### 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:**   /   /