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| <b>Position title</b>      | Intake and Assessment Case worker                                             |
| <b>Group</b>               | Individual Support Services                                                   |
| <b>Employment status</b>   | Full time, ongoing                                                            |
| <b>Salary Range</b>        | As per SCHCADS Award                                                          |
| <b>Position reports to</b> | Intake and Assessment Team Leader                                             |
| <b>Location</b>            | Mildura                                                                       |
| <b>Delegation</b>          | There are no direct reports or financial delegation associated with this role |

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| <b>Organisation environment</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <p>Djirra1 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.</p> <p>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.</p> <p>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.</p>                                                                   |
| <b>Role purpose</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <p>Individual Support Services (ISS) delivers a high-quality response to Aboriginal and Torres Strait Islander women and their children, who are currently 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.</p> <p>The Intake and Assessment team is the first point of call for Aboriginal and Torres Strait Islander Women when they contact Djirra in person, via the phone or email. The Intake and Assessment Workers work collaboratively using a client-centred approach, through a trauma-informed lens to undertake a needs assessment and family violence risk screening and assessment. They work with Aboriginal and Torres Strait Islander women to identify their needs, provide immediate and short-term responses, and direct them to the right services (eg. internal supports such as material aid, case management, legal services and counselling or connection with our Koori Women's Place (KWP), as well as referral to external agencies).</p> |
| <b>Key accountabilities</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <p>Key accountabilities for this role are to:</p> <ul style="list-style-type: none"> <li>• Work collaboratively as a member of the ISS Team to provide culturally safe support to Aboriginal and Torres Strait Islander women and their children who are currently experiencing or have experienced family violence and are at risk of further harm.</li> <li>• Provide safe first-stage interaction and intake and support for Aboriginal and Torres Strait Islander women when they call Djirra seeking help.</li> </ul> <p>Key duties for this role are to:</p> <ul style="list-style-type: none"> <li>• Undertake a needs assessment with Aboriginal and Torres Strait Islander women to identify support needs.</li> <li>• Undertake screening and assessment in line with the Multi Agency Risk Assessment and Management (MARAM) framework.</li> <li>• Provide point in time assistance as required.</li> <li>• Provide brief periods of support to meet short term needs.</li> <li>• Facilitate referrals to Djirra programs and services.</li> </ul>                                                      |

- Facilitate access and referrals to other Aboriginal Community Owned Organisations (ACCOs), family violence service providers and other services (eg. mental health, housing, alcohol and drug services and other community services).
- Ensure the maintenance of appropriate documentation including case notes, correspondence and reports to facilitate quality service delivery and accountability.
- Comply with all relevant policies, procedures and legislation.
- Participate in regular network meetings, working groups and forums relevant to the work of ISS.
- Participate in regular supervision, team meetings, reflective practice and professional development.
- Develop a close collaborative working relationship with professionals from Djirra's programs and external agencies.
- Perform other duties as required.

#### 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.
- Knowledge of family violence within an Aboriginal cultural framework which preferences the experiences of Aboriginal women, including how this is utilised to understand and respond to the gendered nature of violence against Aboriginal women. Aboriginal women with relevant skills and experience are encouraged to apply.
- Demonstrated commitment and ability to engage and work effectively with disadvantaged women experiencing family violence. (Direct experience working in a family violence setting, including a detailed knowledge of the CRAF and/or MARAM framework is also desirable).
- A demonstrated understanding of the issues involved in working with Aboriginal women, families and communities. (Direct experience in working with Aboriginal clients who are at risk as a result of trauma is highly desirable).

##### Competency

- The ability to apply a flexible, non-judgemental and empowering approach to service delivery.
- Demonstrated ability to work independently and as a collaborative team member in a challenging environment and a willingness to learn
- A flexible and positive approach to working hours, which will require shift and after-hours work.
- Demonstrated competencies in the application and use of Microsoft work applications and other data systems.
- Ability to pick up new systems, including external portals, for example SHIP used for compliance reporting.
- Demonstrated interpersonal skills, sound verbal and written communication skills. Ability to prepare reports, submissions, and other relevant documents.
- A thorough understanding of the issues relating to confidentiality and mandatory reporting provisions.

##### Technical Skills

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

#### Qualifications

- Experience in the family violence sector, preferably with Aboriginal and Torres Strait Islander women will be highly regarded but is not essential.
- Tertiary qualifications in Social Work, Community Development or related discipline will be highly regarded but are not essential.
- A Working With Children Check Card
- A Police Check
- A Victorian Driver's License

#### 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.

### Other important information

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.

|                             |  |                     |
|-----------------------------|--|---------------------|
| <b>Employee name:</b>       |  |                     |
| <b>Employee signature:</b>  |  | <b>Date:</b> /    / |
| <b>Manager's name:</b>      |  |                     |
| <b>Manager's signature:</b> |  | <b>Date:</b> /    / |

### 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:**    /    /