

Position title	Koori Women's Place (KWP) Senior Support Worker
Group	Community Engagement
Employment status	Full time, Ongoing
Salary Range	As per SCHCADS Award
Position reports to	Koori Women's Place Program Lead
Location	Melton
Delegation	NA

Organisation environment

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. 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

This position will contribute to the provision and delivery of a culturally appropriate support service which assists Aboriginal women who are experiencing or at risk of family violence.

You will work with Aboriginal and Torres Strait Islander women to identify their needs, provide immediate and short-term responses and information and support to be referred to Djirra services (e.g. such as material aid, case management, legal services and counselling), as well as referrals to external agencies. Where there are immediate family violence safety concerns, you will apply your experience and understanding of cultural and personal safety to identify risk, support warm referrals for a family violence risk assessment and develop immediate safety plans, in consultation with others in the Community Engagement Team.

Your role as a Senior Support Worker will support the KWP Coordinator to build a culturally appropriate and safe environment for Aboriginal women to gather and to attend events, activities and programs aimed at empowering women with knowledge, friendship and support. You will mentor the KWP Support Worker/s in your team, to build their confidence and capability in performing their roles.

You will coordinate and assist with the delivery of the KWP's annual program of activities, both online and face to face ensuring that the activities run smoothly and connect with the cultural, social and personal interests of Aboriginal women.

You will be right for this job if you are an energetic person who enjoys group work and demonstrates warmth, humour and flexibility.

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.



Key accountabilities

Key accountabilities for this role are to:

Supporting Aboriginal and Torres Strait Islander women

- Contribute to maintaining a positive and welcoming environment by providing a warm and inviting atmosphere for Aboriginal women visiting the Koori Women's Place.
- Provide culturally safe support to Aboriginal women who are currently experiencing or have experienced family violence and are at risk of further harm.
- Support Aboriginal women to be able to share their experiences of family violence, and concerns for their safety and family.
- Assess immediate safety and support needs of Aboriginal women and determine if they require referral to Djirra's services for legal or case management for family violence risk assessment.
- Provide guidance to KWP Support Workers on assessing immediate safety risks and providing information on referral pathways.
- Provide point in time and emergency relief assistance as required, and in accordance with Djirra's policies and protocols.
- Ensure appropriate levels of privacy and confidentiality and ensure cultural boundaries and respect are maintained with Aboriginal women, colleagues, and external contacts in a culturally safe and appropriate manner.
- Answer phone calls, emails, and requests from all other communication modes in a timely and warm professional manner and take responsibility for follow up actions.
- Participate in regular supervision, team meetings, and professional development.

KWP cultural and wellbeing workshops

- Contribute to the planning and evaluation of KWP programs.
- Lead the delivery of KWP cultural and wellbeing workshops.
- Engage with participants when they arrive at workshops, and provide respectful, open, and helpful service to all women who participate in Community Engagement activities.
- Maintain accurate workshop data, including attendance, evaluations, and other reporting documents
- Ensure program resources are stocked, re-ordered, and neatly maintained.

Networking, Liaison and Community Outreach

- Attend and support the delivery of the Sister's Day Out Program across Victoria
- Attend community events and promote the services of Djirra to Aboriginal community groups, agencies, and families across Victoria.
- Act as a cultural support and resource for the Community Engagement team as required.
- Develop and maintain relationships with a broad range of stakeholders including donors, to increase the likelihood of continued contributions.
- Maintain knowledge of external community events and identify opportunities for networking, promotion, and engagement with community.
- Other duties as required

Key selection criteria



Professional / Functional Skills	<ul style="list-style-type: none"> • 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. • Demonstrated high level of initiative, integrity, tact, and discretion in dealing with sensitive and confidential matters. • Possession of a professional work ethic, flexibility and adaptability to change in the work environment, a high degree of motivation, and with a capacity for sustained quality output. • Demonstrated high-level oral communication and listening skills with capacity to communicate effectively and build strong trusting relationships with Aboriginal people who have experienced trauma. • Demonstrated skills in working effectively with others in the pursuit of team goals, sharing information, supporting others, showing consideration, concern and respect for colleagues and stakeholders.
Competency	<ul style="list-style-type: none"> • 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 • Demonstrated competencies in the application and use of Microsoft work applications and other data systems. • Demonstrated interpersonal skills, sound verbal and written communication skills. • A thorough understanding of the issues relating to confidentiality.
Technical Skills	<ul style="list-style-type: none"> • Intermediate PC skills, including familiarity with the Microsoft suite of tools. • A current driver's license is essential. Some out-of-hours and/or overnight travel may be required.

Qualifications

- Experience working in Aboriginal organisations and the community in roles requiring knowledge and intuitive skills to support Aboriginal women.
- 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 Community Services or related discipline will be highly regarded but are not essential.
- A Working with Children Check
- A Police Check
- A current driver's licence is essential. Some out-of-hours travel, regular regional travel and/or overnights may be required.

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.

All Djirra employees, volunteers and students on placement - must either:

- be fully vaccinated against COVID-19, or
- hold a completed and signed Australian Immunisation Register medical exemption.

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: / /