



Position title	Emergency Relief Coordinator
Group	Engagement and Support
Employment status	Part time 0.5 FTE, Ongoing
Salary Range	As per SCHCADS Award
Position reports to	Individual Support Services (ISS) Manager
Location	Abbotsford/Melton
Delegation	N/A

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.

This position will work as part of the Individual Support Services (ISS) team in collaboration with the Community Engagement Team. 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. Community Engagement provides support for women through personal support and empowerment programs.

Role purpose

The Emergency Relief (ER) Coordinator leads Djirra's Emergency Relief program, overseeing its operations, logistics and continuous improvement under the direction of the ISS Manager and in collaboration with Community Engagement Managers.

The role is responsible for coordinating culturally safe, trauma-informed support to Aboriginal women and children experiencing financial and material hardship, developing and managing a state-wide ER volunteer program, and building and maintaining effective relationships with Djirra staff, government representatives, suppliers, donors and external organisations.

The ER Coordinator also provides leadership, support and oversight to ER volunteers to ensure high quality, responsive and accountable service delivery.

Key accountabilities

- Lead the coordination and delivery of the Emergency Relief (ER) program in accordance with Djirra policies, service standards and strategic priorities.
- Design, implement and review systems, processes and procedures to improve service quality, efficiency and accountability.
- Contribute to the provision of specialist, culturally safe support to Aboriginal women and children, ensuring responses are trauma-informed and strengths-based.

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.



- Oversee emergency relief eligibility assessments, client documentation and record keeping ensuring accuracy, compliance and confidentiality.
- Coordinate emergency relief logistics, including procurement, distribution and management of food, vouchers and material aid, in collaboration with the Senior Administrative Officer.
- Proactively identify emerging needs, risks and service gaps, and lead appropriate responses in collaboration with key stakeholders.
- Build and maintain strategic relationships with internal teams, external agencies and donors to enhance service delivery outcomes.
- Lead the recruitment, training, supervision and rostering of Emergency Relief volunteers to ensure effective program operations.
- Manage emergency relief data entry, reporting and contribute to the Monitoring, Evaluation and Learning (MEL) framework to support continuous improvement.
- Ensure compliance with all organisational, funding and OHS requirements, and model best practice professional conduct and collaboration.

Key selection criteria

Professional / Functional Skills	<p>Essential</p> <ul style="list-style-type: none">• Experience coordinating and delivering community support services, including Emergency Relief operations and logistics.• Strong knowledge and understanding of Aboriginal and Torres Strait Islander communities and issues affecting those communities.• Demonstrated ability to work respectfully and effectively with women and children experiencing financial and material hardship.• Proven experience communicating and presenting confidently to both Aboriginal and non-Aboriginal audiences in formal and informal settings.• Demonstrated ability to lead and collaborate within a team, including confidently recommending and implementing improvements. <p>Desirable</p> <ul style="list-style-type: none">• Experience working with Aboriginal organisations, communities and individuals in culturally appropriate ways, as well as with mainstream organisations.
Competency	<ul style="list-style-type: none">• Demonstrated ability to design, implement and review processes and procedures that support effective program delivery.• Strong written and verbal communication skills, including report writing, meeting papers, agendas and business correspondence.• High level interpersonal skills, demonstrating sensitivity, empathy, cultural awareness, warmth and professionalism when working with people who have experienced trauma, discrimination or social isolation.• Well-developed influencing and negotiation skills, with a proven ability to foster collaboration, navigate differing perspectives and achieve positive outcomes.• Highly organised with the ability to plan, prioritise and deliver work accurately and efficiently with minimal supervision.• Flexible and adaptable in responding to changing priorities and environments.• Reliable, collaborative and team-oriented, with a positive and supportive approach to working with others.
Technical Skills	<ul style="list-style-type: none">• Strong proficiency in Microsoft Office Suite and general computer applications.• Current driver's license and willingness to undertake out-of-hours and/or overnight travel as



	required.
Qualifications	
Mandatory	
<ul style="list-style-type: none">• Demonstrated relevant experience in similar role.• Police check• Working with Children's Check• Current driver's license	
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. 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 employees and volunteers are required to act in accordance with Djirra's values and behaviours of:</p> <ul style="list-style-type: none">• respect for people and culture• trust• integrity• resilience; and• empowerment <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>Information about these policies is contained in Djirra's Human Resources Policy Manual.</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: / /