



Position title	Koori Women’s Place (KWP) Support Worker
Group	Community Engagement
Employment status	Full time, ongoing
Salary Range	As per SCHCADS Award
Position reports to	Koori Women’s Place Coordinator
Location	Traralgon
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.

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 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 understanding of cultural and personal safety, to identify risk, support warm referrals for a family violence risk assessment and develop immediate safety plans, with the support of others in the Community Engagement team.

Your role as a 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 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.
- Provide Aboriginal women who share current experiences of family violence with information regarding warm referral options including to the Djirra 'case management service for family violence risk assessment and Djirra's legal service for legal advice.
- Support Aboriginal women who are experiencing family violence to develop an immediate safety plan (with the support of others in the Community Engagement team).
- 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, delivery, and evaluation of KWP programs.
- Support 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.
- Contribute to 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
- Liaise with a range of stakeholders including donors and external organisations as required
- Other duties as required



Key selection criteria

Professional / Functional Skills	<ul style="list-style-type: none"> • An understanding of family violence and the drivers of violence against women • Prior experience working with Aboriginal organisations, communities, and individuals. • Prior experience planning workshops, events, and gatherings • Prior experience working with Aboriginal women a plus
Competency	<ul style="list-style-type: none"> • Must be able to form strong connections with Aboriginal communities and communicate effectively with those who may have experienced trauma
Technical Skills	<ul style="list-style-type: none"> • PC skills, including familiarity with MS 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.
- 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.





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: / /