

Position title	Facilities Coordinator
Group	Operations
Employment status	Full-time, ongoing
Salary Range	As per SCHCADS Award
Position reports to	Operations Manager
Location	Abbotsford/Melton or another Djirra office
Delegation	

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 coordinate the provision of fleet management, travel, accommodation and multiple property and facilities maintenance across all Djirra locations in Victoria. You will also coordinate all IT support, liaise with external service providers, and manage provision of administrative support to Djirra Victoria's daily operations. At times you may be required to be Reception back up as needed.

Key accountabilities

- Coordinate building and facilities maintenance, including regional offices and assist with the project coordination of any new Djirra sites or to any sites that need upgrading/renovating.
- Maintain the building/equipment inspection and reporting and ensure that maintenance service requests are completed promptly.
- Management of motor vehicle and fleet, including bookings, servicing, repairs, insurance claims, fuel cards and audits as required.
- Ensure the onboarding and offboarding processes are completed in a timely manner.
- Management of respective portals such as Security portal, Phriendly Phishing, Smartfleet, Ticketing portal (when finalised)
- Act as the Onsite Coordinator for IT including coordination and support of low-level IT related activities i.e. model restart, data backup, setting up iPhone handsets, new workstations.
- Coordinate the use of Djirra equipment and assist in purchasing and managing the assets of the organisation.

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.



- Vendor negotiations, coordinate purchasing and inventory of supplies and consumables for the organisation including stationary, kitchen/bathroom supplies and minor IT equipment.
- Liaise with suppliers and maintain supplier database on compliance software.
- Provide backup Reception services as required.
- Assist with OHS issues as they relate to building or maintenance matters.
- Undertake Fire Warden duties in line with emergency procedures as directed
- Preparation and analysis of various correspondence and reporting regarding operational matters such as:
 - IT systems
 - Telephones/communications
 - Office equipment
 - Facilities
- Liaise with staff and act as the main contact for any damage reports or other requirements such as replacements or new equipment.
- Assist with the coordination the Occupational Health and Safety audits at each Djirra office, record issues and organise rectifications.
- Oversee the security and emergency preparedness procedures are implemented properly in conjunction with Operations Manager
- Work within the Operations team and provide support as required
- Undertake other duties as delegated by the Operations Manager

Key Interactions:

Internal: Operations Manager, People & Learning team, OH&S Lead, Metro and Regional staff and managers

External: Callers & Visitors, IT for Business, fleet company, suppliers, contractors, cleaners

Key selection criteria

Professional / Functional Skills	• Maturity, flexibility and empathetic to the needs of Aboriginal victims and survivors of family violence, particularly women and children. • Demonstrated knowledge and understanding of Victorian Aboriginal communities. • Proven experience in a similar role within a property, facilities management or a corporate environment. • Able to respond quickly to change and adopt a flexible / innovative approach and the ability to manage multiple competing priorities simultaneously.
Competency	• Demonstrated experience in stakeholder management with external clients and contractors. • Ability to communicate effectively and professionally (both written and verbal) in a confident and precise manner. • Highly developed planning, organisational and project management skills. • High level of problem-solving skills with a 'can do' attitude.
Technical Skills	• Current drivers' licence • Well-developed computer literacy skills in MS Office – eg Word, Excel and Outlook. Experience with navigating databases. • Well developed IT skills

Qualifications

Essential

- Undergraduate degree or relevant experience.
- National Police Check
- Victorian employees Working With Children Check
- Current and full driver's licence

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:

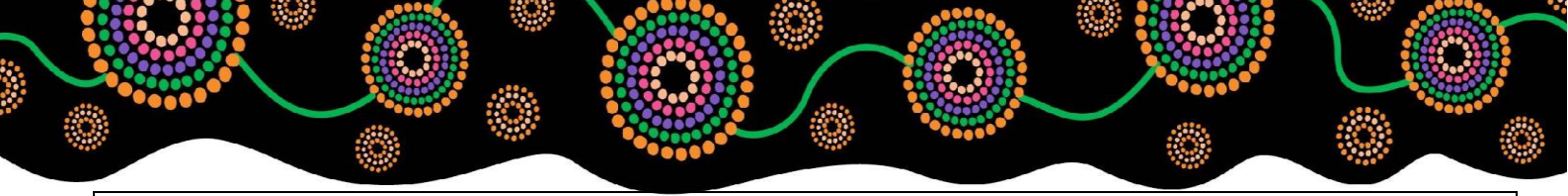
Manager's signature:

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: / /