



## POSITION DESCRIPTION:

### First Nations Community Engagement / Social Worker (12-month contract – 30 hours per week)

#### Overview

Established in 1997 by the Australian music industry, [Support Act](http://www.supportact.org.au) delivers crisis relief services to artists, roadies and music workers. We offer three services:

#### Crisis relief

We help artists, road crew and music workers facing hardships due to illness, mental health problems, injury or some other crisis, to get back on their feet when they have hit a tough patch or just need breathing space. The casework can be diverse, ranging from assisting with daily living costs to bringing comfort and dignity to people in the final stages of life. In delivering a package of help, each case is treated individually, with an emphasis on tailoring a solution to meet each person's particular circumstances.

#### Help a Mate

We support friends and family seeking to raise funds for an artist, crew or music worker in crisis.

#### Wellbeing Helpline

This flagship service offers 24/7 professionally staffed telephone counselling to people in music and the arts with concerns about their mental health and wellbeing.

All of our services are professionally delivered, free of charge and in complete confidence.

#### POSITION SUMMARY

This is a new 12-month contract position designed to increase the number of First Nations artists accessing our crisis relief and mental health & wellbeing services.

The role is 30 hours per week and will be split into 2 distinct but related areas – community engagement and social work. The position reports to the CEO through the National Welfare Coordinator, both of whom are based in Sydney.

We are seeking a qualified social worker with relevant practical experience who is committed to delivering a high-quality service to our service users; and who is able to work with us to maximise our engagement with First Nations musicians and music workers throughout Australia.

Empathy, resilience and the highest standards of professional integrity are essential, as well as an ability to work flexibly from home as part of a remote team.

An interest in, and appreciation of, Australian music is desirable.



## Key Responsibilities:

### Community Engagement.

With support from our management and marketing personnel:

- Help to develop policies and processes that ensure that First Nations music workers feel comfortable in engaging with Support Act services
- Help to develop communications materials that will be culturally appropriate and that reflect communications channels that are most favoured by First Nations music workers
- Provide strategic advice to the CEO and program staff to maximise our reach and visibility with First Nations music workers
- Other duties as directed

### Social Work:

As part of our small but dynamic social work team:

- Assess applications for crisis relief for First Nations music workers and design individual packages of help for recommendation to the National Welfare Coordinator
- Manage a caseload, including ongoing contact with service users and their families
- Maintain case files, records and data in line with professional standards
- Maintain a knowledge of government and community services
- Other duties as directed

### Personal Requirements

To effectively perform this position, the person will require the following:

### Experience, Knowledge and Skills

- Appropriate qualification in social work and eligibility for membership of AASW
- Postgraduate clinical experience of 2 years preferably in a not for profit
- An understanding of the issues facing First Nations music industry workers
- Experience in holistically evaluating the circumstances of people in need of help
- Direct experience and demonstrated skill in working with service users facing a range of issues such as but not limited to:
  - People experiencing homelessness or at imminent risk of homelessness
  - Alcohol and drug addictions
  - People experiencing chronic and/or acute mental health illness
  - At risk and vulnerable single older men and single older women
  - People with mental health issues



APRA  
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## Behavioural Skills / Personal Attributes

- Disciplined work practices and ability to work independently from home
- Demonstrable emotional understanding, empathy and strong interpersonal skills
- A commitment to ethical working practices, including confidentiality
- First class advocacy skills
- Innovative and creative with high levels of enthusiasm, influence and energy
- Well-developed organisational skills and computer literacy (MS Office)
- Strong financial literacy with minimum intermediate level excel skills
- Ability to work constructively and collaboratively in a team environment
- Preparedness to work extended hours on a needs basis
- Willingness to travel to meetings and events from time to time