



POSITION DESCRIPTION – SENIOR SOCIAL WORKER

Overview

Established in 1997 by the Australian music industry, [Support Act](#) delivers crisis relief services to artists and music workers. We offer three services:

Crisis relief

We help artists and music workers facing hardships due to illness, mental health problems, injury or some other crisis (such as COVID-19), 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 or music worker in crisis

Wellbeing Helpline

This program offers 24/7 professionally staffed telephone counselling to people in music and the arts who are struggling with any aspect of their mental health or wellbeing.

All of our services are professionally delivered, free of charge and in complete confidence. There is no other charity in Australia doing this work in the context of the music industry.

POSITION SUMMARY

The COVID-19 pandemic and consequent increase in financial support from the Australian Government and the Australian public has led to a dramatic increase in number of applications to Support Act for crisis relief. This has resulted in additional casual social workers being employed to assess the applications; the development of more comprehensive policies and procedures; and a stronger need for management oversight.

The pandemic has also led to a greater profile for Support Act and created demand for greater engagement with other service providers, government agencies and music industry entities.

The Senior Social Worker role has been created to increase the effectiveness and impact of our crisis relief programs and to provide support to the National Welfare Coordinator, and deputise for the NWC when requested.



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We are seeking a qualified social worker with relevant clinical experience who is committed to delivering a high-quality service to artists and music workers in crisis. 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.

This permanent part time position is for 22.5 hours per week, with the option to work up to 30 hours per week during busy periods. It will suit someone who is genuinely committed to making a difference and who wishes to work in a dynamic environment in a unique and highly regarded organisation.

An interest in and appreciation of Australian music is not essential but would be an advantage.

Key Responsibilities

- Provide support to the National Welfare Coordinator to ensure effective delivery of the Crisis Relief program
- Assist with the management of the Social Work and Social Work Admin staff as required
- Assist with pre-assessment and distribution of applications from service users to Social Workers as required
- Manage a caseload as required, including ongoing contact with service users and their families
- Maintain case files, records and data in line with professional standards and organisational policies
- Provide weekly reports / updates to the NWC, CEO and management team in relation to agreed KPIs
- Liaise with the Database Manager to ensure the efficient utilisation and management of the Apricot Client Management System
- Coordinate the transfer of historic data from the Support Act spreadsheet database to the Apricot Client Management System
- Maintain a knowledge of government and community services and other bodies
- Help maintain and implement approved policies and procedures to facilitate an efficient application process
- Provide input into the development of new policies and procedures as required
- Help to promote a service environment that is non-judgemental, caring, respectful and confidential to internal and external clients
- Work constructively & collaboratively as part of a busy team, meeting with colleagues remotely and occasionally in person
- Maintain supervision with appropriate supervising social worker
- Provide holiday coverage for the National Welfare Coordinator
- 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 with knowledge of welfare and statutory agencies in NSW
- An understanding of the issues facing 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
 - Women experiencing sexual abuse or harassment in the workplace
 - At risk and vulnerable single older men and older women

Behavioural Skills / Personal Attributes

- Disciplined work practices and ability to work independently from home
- Demonstrable emotional intelligence, 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, Adobe Acrobat)
- 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 in Sydney from time to time
- You must have the right to work in Australia to apply for this role.