



key changes

Promoting positive mental health through music

Application Pack

Programmes Coordinator

- Do you have experience of working in services or projects where the behaviours of the clients are different or challenging and can be a barrier to mainstream participation?
- Are you a professional who will see the person and not the behaviour?
- Do you have empathy, patience and the determination to ensure everyone succeeds to get past or even remove the barriers to inclusion?
- Can you confidently navigate the worlds of the music and healthcare sectors, expertly discuss music genres and mental health diagnoses?

We require an experienced Programmes Coordinator with a track record of supporting people affected by mental health problems engage in mainstream creative, social, educational and vocational activities.

The role is responsible for key aspects of our community-based music industry-focused recovery programme for musicians, producers, songwriters, singers, rappers and MC's experiencing a wide range of conditions including depression, anxiety, bipolar disorder, schizophrenia, and personality disorder.

The programme supports people at all stages of the recovery journey from currently in crisis / acute care, to those re-connecting with mainstream life. It offers tailored creative collaborative 1:1 studio sessions and artist development, concerts and pro social events, in-house volunteer programme and support with identifying and accessing mainstream provision.

The Programmes Coordinator maximises engagement and identifies progression to volunteering, education, work-experience and employment both within the music industry and in other sectors.

St. Luke's Centre, 90 Central Street, London EC1V 8AJ

020 7549 8172 // info@keychanges.org.uk

www.keychanges.org.uk

Produced by Islington Music Forum Registered Charity No: 1103774 Company No: 4641867



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Programmes Coordinator Job Description

Contract: Fixed-term (two years, 21 hours per week)

Days / Times: Fixed days Mondays and Thursdays, additional hours flexible

Location: Split between sites in London EC1 and London N19

Salary: £31,000 pro-rata

About Key Changes

Key Changes provides music services in hospitals and the community for approximately 3000 young people and adults experiencing mental health problems each year.

Our award-winning music industry focused recovery programme provides support with writing, production and recording sessions, artist development with music industry mentors, concerts and social activities, progression to training, volunteering and work experience opportunities.

Music can play a valuable role in recovery from mental illness. It can stimulate emotional and aesthetic responses, develop creative, technical, social and vocational skills, improve expression, communication, confidence and self-esteem, and facilitate positive changes in behaviour and wellbeing.

Our innovative approach draws on clinical therapeutic techniques and music industry practice using creative collaboration and culturally relevant music activities and genres to engage clients. We aim to have a positive impact on health and wellbeing through reducing symptoms and relapse rates and creating new life opportunities.

Our programme includes regular concerts, open mic and social activities at our studios and at community festivals, conferences and events.

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Programmes Coordinator Job Description

Overview

You will be responsible for key aspects of provision and ongoing development of a high-quality music industry focused recovery programme for young people and adults experiencing mental health problems.

The role involves empathetic support to engage in a range of creative, social and vocational training activities designed to promote mental health recovery, employability and social inclusion.

Working independently and as part of a small team this is a busy frontline office-based role in a fast-paced, sometimes challenging environment.

It involves ongoing contact with clients, staff, and health and social care professionals (daily approx. 10-15 face-to-face / 20-30 calls / 50+ emails) and liaising with our services in hospitals, volunteer programme, concerts, etc.

In addition to maintaining the highest level of customer care, professional conduct and boundaries, inter-personal and communication skills, the work must be compliant at all times with our safeguarding, confidentiality, data protection, privacy, risk, health and safety and other policies and procedures.

Key Responsibilities:

- Respond to enquiries, assess new referrals
- Tailor individual packages, confirm funding arrangements
- Manage a caseload of 30-50 active service users
- Schedule a timetable of up to 50 sessions a week
- Manage workplace, supervise mentors, coordinate resources
- Monitoring and evaluation, financial reporting, general correspondence

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Duties

Promote programme to potential clients and stakeholders; explain offer / activities, mission statement, Terms and Conditions, eligibility criteria and referral pathway

Assess new referral eligibility, mental health history, risk factors, access issues, musical interests, aspirations, skills levels; arrange taster session by matching client interests with suitably skilled mentor

Confirm new starter service level and funding arrangements; tailor packages for maximum engagement by pairing clients and mentors; ensure new starters understand and sign agreement to our T&C's

With Admin Assistant maintain up-to-date records for active and pending clients including personal / contact and health / social care details, weekly attendance data, and signed T&C's

Confirm mentor availability by issuing bi-monthly Booking Forms for studio sessions; inform clients of session dates that mentors are away

Schedule taster and continuing studio sessions using timetable template, confirm week's timetable in advance with CEO, use to monitor service level

Send text message confirmation / reminders for every session using online SMS system

Ensure full use of available studio sessions, when a client cancels offer session to someone on waiting list / additional "taster" session, etc.

Email session timetable to mentors the day before each session, flag clients that need reminder calls / signed T&C's; ensure confirmation by 10am on day

Be familiar with building facilities, security, health and safety and emergency procedures

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Day to day caseload management of clients, support and encourage regular attendance and compliance with terms and conditions through regular phone and face-to-face contact, immediately follow up cancellations and DNA's

On arrival confirm session plans with mentors, set up studio, keep workspace, kitchen and bathroom tidy and clear of clutter and hazards, pack down at end of day

Supervise workspace and staff, maintain calm and quiet office, and avoid disruption by client arrivals and departures at the studio

Ensure mentors provide maximum engagement through writing, recording and rehearsal sessions and produce finished mixes of clients' material to a professional standard

Ensure on time receipt of mentors' session evaluations, follow up late reports, liaise with care teams and other stakeholders over progress, issues, concerns, etc; if serious, immediately follow up with CEO

Provide supervision for mentors, monitor performance, conduct and wellbeing, follow complaints / disciplinary procedure, identify CPD and training needs

Coordinate resources including studio space, musical and office equipment, troubleshoot technical problems and organise repairs,

Maintain referral and other documentation confidentiality on computer and in hard copy, ensure mentors file and back up client musical work

Link client plans with participation at concerts and events, with volunteer programme, education and work experience opportunities either provided in-house

Close down the placement at the conclusion of engagement, including any necessary exit interviews / financial settlement and confirmation with client, mentor, care team and other stakeholders

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Person Specification

Essential

At least 2 years' experience of supporting disadvantaged groups to access creative recovery focused activities; familiarity with mental health issues

All-rounder who enjoys variety of work, with the ambition to stretch themselves to learn new skills

Experienced in using MS Word, Excel & e-mail packages

Appreciates the need for accurate and error-free work, takes pride in the quality of work, taking responsibility for getting the job done

Excellent verbal and written communication skills, able to manage a heavy amount of email correspondence; meticulous attention to detail,

Genuine interest in mental health and awareness of issues affecting people with mental illness and commitment to social justice

Methodical in time-management and resource-management skills, including line-management and supervision, data collection, evaluation, impact analysis

Good client manner, empathic, assertive, passionate about supporting and inspiring people, firm but non-confrontational style, flexible "can do" attitude

Responsible, reliable, consistent, trustworthy, flexible & punctual; works well independently and in team; always follows protocols / procedures

Excellent observational / analytical skills, ability to write fluent and compelling reports, correspondence and marketing copy

Committed to own continuing professional development

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Desirable

Understanding of health and social care policy and political context

Awareness of best practice and regulatory framework (including risk assessment, data protection, health and safety, equal opportunities, working with vulnerable adults, etc.)

Knowledge of music education / music industry professional practice

Education to degree level or higher

Terms

Right to work in UK, provide two recent employer references, enhanced DBS

Contract offered on initial 3-month probationary period

How to Apply

Please send an up to date CV with a covering letter (no more than 1 side of A4 in 12-point) setting out your interest in the role, relevant skills and experience and how you meet the person specification to:
admin@keychanges.org.uk with the subject header: Volunteer Coordinator

Application deadline 5pm Wednesday 20 February 2019

Interviews Tuesday 5 March 2019

Please note: We will acknowledge receipt of applications within 7 working days. We are unable to respond to telephone or email enquiries about this opportunity.

ABSOLUTELY NO AGENCIES

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