



# key changes

Promoting positive mental health through music

## Application Pack

### Volunteer 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?
- Are you able to get past or even remove the barriers to inclusion?

We are looking for a programme coordinator with demonstrable experience of helping excluded groups to engage in a range of community volunteering and work-experience opportunities.

We require an experienced and skilled manager to lead on the delivery and development of our service user and professional volunteering offer and supervise a team of part-time sessional workers.

You will be helping to lead our charity's Young Music Leaders service user volunteer programme and develop progression pathways to mainstream training and employment opportunities. You'll recruit and supervise professional volunteers from music, media and other sectors.

You will work closely with NHS and social care services and third sector providers to maximise personal development opportunities for young adults from a diverse range of cultural demographics.

Demonstrating a professional approach at all times, you will be confident dealing with people from all backgrounds, respect personal / professional boundaries, comply with the highest levels of safeguarding, risk minimisation, patient confidentiality, health and safety, and other policies and protocols.

St. Luke's Centre, 90 Central Street, London EC1V 8AJ  
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## Volunteer Coordinator Job Description

**Contract:** Fixed-term (three 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 structured 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.

## Key Changes Volunteer Offer

Key Changes offers two volunteering pathways: *"Young Music Leaders"* service-user volunteer programme / Professional volunteers sharing their skills to support our charity. Volunteering may take place at our studio, office, hospital, concerts or drop-in.

Young Music Leaders provides vocationally focused training and work experience opportunities for musicians using mental health services. Young Music Leader volunteers provide support with our concerts and events, artist development sessions, marketing, promotion, media and communications.

Professional volunteers come from the mainstream worlds of music, art, entertainment, health and social care, education, charity sector, sport, etc. Volunteers can provide support in a number of different ways – including studio / artist development, social media & IT, front-of-house, back office, etc.

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## Job Description

### Overview

You will be responsible for the provision and ongoing development of high-quality volunteering and work-experience opportunities for our clients, supporting them in an empathetic way, to engage in a range of creative, social and vocational training activities designed to promote mental health recovery, employability and social inclusion. With additional responsibility for recruiting and supervising professional volunteers and linking activity to monthly drop-in.

### Duties

Engage clients who have recently left residential mental health treatment settings, or who are using community mental health services, by liaising with Programme Coordinator and care teams

Work closely with multi-agency teams to ensure that all activities are delivered in accordance with individual clients' needs; lead on risk assessment/risk management to ensure safety and welfare of clients, staff and the public

Identify potential training content, themes and guest appropriate to Young Music Leader target demographic and aims and objectives

Support clients to identify their individual learning needs and personal goals for employment, education, training, volunteering and personal development, draw up a personal action plan in line with their recovery goals and care plan

With Admin Assistant process DBS disclosures for Young Music Leaders and professional volunteers; Induct service user and professional volunteers and ensure signed Volunteer Packs

Empower clients to participate safely and enjoyably in our range of pro-social events (Open Mic nights, drop-in, concerts, festivals and other opportunities)

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With Programme Coordinator confirm each week's Young Music Leader meeting content and structure in advance including names of professional volunteers / guest speakers, etc.

Call volunteers in advance of each week's session to confirm attendance, prioritise non-attendees from previous week, keep log of responses

With Session Assistant prepare training materials, supervise room set up, register, catering, pack away and close down space, return equipment back to the right place, and reimburse volunteer expenses

Send session evaluation by midday at the latest the day following each meeting, drop-in, visit / outing, etc.

Maintain log of Young Music Leaders social media accounts and, if these have been set up by us, details of log-ins / passwords

Support clients to review their personal progress towards a range of wellbeing goals, using established evaluation tools including the Mental Health Recovery Outcomes Star; support clients to give feedback on our services using tools such as video journals, focus groups etc.

Nurture and develop our links with education/training providers and voluntary organisations across London and beyond, by providing a professional point of contact for enquiries

Where volunteers have been absent for consecutive sessions confirm that they are no longer attending

Prepare regular reporting information to Board, management team, funders and other stakeholders, and effectively promote Key Changes services to a growing network of partner hospitals & treatment settings

Monitor "volunteer@keychanges.org.uk" email address, respond to enquires

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With colleagues identify potential professional volunteering needs and recruit accordingly

Confirm professional volunteers by email in advance of sessions to confirm attendance, follow up any non-attendances from previous week,

Ensure professional volunteers receive relevant role description and understand and sign volunteer pack and Terms and Conditions

Contribute to planning drop-in provision and confirm Young Music Leaders' and professional volunteers' involvement with activities

Make links with community health and wellbeing services and projects (e.g. smoking cessation, sexual health, etc.) to encourage visits / participation or receipt of leaflets / information

Supervise Young Music Leaders' and professional volunteers interaction with the drop-in activities, ensure that they are competent with roles and resources

Provide support with room set up, packing away and closing down the space, return equipment back to the right place

Maintain up to date volunteer contact / personal details in database, liaise with Admin Assistant as required to ensure details are up to date

Manage hard copy and electronic filing of documentation including general correspondence, templates, volunteer descriptions, volunteer agreements, registers, session evaluations, monitoring and evaluation reports, photography and audio / video recordings of sessions and events

Represent the charity at events and promote volunteering opportunities, encourage volunteers to promote Key Changes through social media and attend and support the charity's choir, concerts and events

Provide other support in line with the requirements of the role as necessary

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## Person Specification

### Essential

At least 2 years' experience of supporting disadvantaged groups to access volunteering/work experience

Excellent verbal and written communication skills, able to manage a heavy amount of email correspondence in a business like manner

Meticulous attention to detail, methodical in managing workload

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

Excellent time-management and resource-management skills, including line-management and supervision

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

Empathic and assertive, passionate about supporting and inspiring people

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

### Desirable

Understanding of health and social care policy and political context

Knowledge and appreciation of music industry professional practice

Education to degree level or higher

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## 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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