

Job Description

Job Title: Local Service Co-ordinator (City of Bath – office base from Home)

Date Prepared: 12.01.2021

Job Purpose

To take responsibility for the planning, development and onward co-ordination of Soundwell's services within the City of Bath and area of NE Somerset (the 'Hub'), helping to ensure that high quality services are provided yet mindful of achieving value for money.

Responsible to: Lead Services Manager

Relationships:

The postholder is expected to foster excellent working relationships with all members of the Soundwell team, both staff and trustees. In particular, the post holder is expected to develop a sound and collaborative working relationship with music therapist team colleagues working in their area.

Main Responsibilities:

Local Service Delivery:

1. Plan and deliver a range of local services within the local Hub, to the highest professional standards, in accordance with set targets, outcomes and budget, as per plan agreed with the Lead Services Manager, and in line with the charities' Strategy.
2. Maintain an appropriate accessible venue to act as a local service hub, with a minimum standard requirement of dedicated space and storage on-site.
3. Oversee the admission of new clients incorporating referral, assessment and introduction.
4. To participate in regular psycho-dynamically informed supervision.
5. Maintain regular contact at all times with those Music Therapy Team colleagues working within the Hub, alerting the Lead Services Manager on any service issues arising.
6. Develop and maintain good relationships within the hub catchment, notably with community groups, charities and other professional or statutory agencies.
7. Maintain a high standard of record keeping (paper-based and electronic) and to ensure project outcomes are achieved and evidenced, and reporting back to the Lead Services Manager as per evaluation guidelines.
8. Ensure that service users are effectively involved and contribute to the development of Soundwell's local services, including service users from marginalised and under-served groups.
9. Ensure that service outcomes are delivered in line with Soundwell's values and policies, with particular regard to Equal Opportunities and Safeguarding policies.
10. Be involved in recruitment and responsible for the service induction of music therapy service volunteers where appropriate.

Safeguarding, Risk & Legal Issues :

1. To ensure that all areas of risk, including Health & Safety, in relation to local service delivery are adequately reviewed and areas actioned on a regular and consistent basis.

2. Ensure compliance with all Soundwell policies, legislation and procedures relating to data protection as directed and supported by the Finance & Fundraising Manager.
3. Ensure any concerns, complaints or legal matters arising from clinical work are reported to the Lead Services Manager immediately.

External Relations, Networking and Contacts

1. Assist in the income generation process and provide all necessary support to enable local fundraising opportunities to succeed.
2. Develop and maintain good relationships within the Hub catchment, notably with community groups, charities and other professional or statutory agencies.
3. Keep in touch with the latest clinical developments, and represent Soundwell in a wider context if required.

Reporting:

1. To submit high quality project reports in a timely way, both for internal use, and to meet requirements of funders and other stakeholders.
2. Participate in regular staff meetings as specified by the Lead Services Manager.
3. Attend Trustee sub-group meetings as and when required.

General

1. Actively promote the charity and ensure good equal opportunities practice.
2. Undertake any training necessary to do the job, and receive line management from the Lead Services Manager.
3. To participate in workshops, presentations or training as appropriate
4. To undertake any other such duties as directed which may be appropriate in order to achieve the charity's objectives

Note:

This job description is not exhaustive and will be reviewed from time to time and amended by mutual agreement. The postholder will receive regular reviews together with an annual job appraisal with the Lead Services Manager to review progress, job description and performance in post.

Person Specification:

1 Experience

- a) Evidence of music therapy practice in the field of adult mental health and carers
- b) Proven experience of project/service co-ordination, including delivering against agreed outcomes and within budget agreed.
- c) Experience of working with, have an understanding of, and a commitment to, service users from marginalised and hard to engage groups and those with complex and additional mental health needs
- d) Experience of taking and managing referrals and risk assessments
- e) Experience of successful partnership working
- f) Experience of setting up, organising and facilitating therapy groups/ sessions, workshops and presentations in a variety of settings
- g) Experience of working with and managing volunteers
- h) Experience of following a budget and being held to account for same
- i) Experience of developing locally based service development plans and being held to account for same
- j) Experience of writing and presenting reports

2 Knowledge

- a) Recognised music therapy qualification and with current valid registration (or other recognised relevant arts or talking psychotherapy therapeutic background)
- b) Knowledge of using music as a therapeutic practice
- c) Knowledge of psychodynamic music therapy practice
- d) Knowledge of issues affecting the mental health of individuals
- e) Good knowledge of the local statutory teams through to local mental health voluntary organisations
- f) Knowledge of safeguarding issues

3 Skills and Abilities

- a) An ability to evaluate local service delivery and able to recommend opportunities to develop or improve services
- b) Ability to communicate the value of music therapy, including those who are unfamiliar with the concept of music therapy
- c) Excellent verbal, written and non-verbal communication skills
- d) Good interpersonal skills
- e) Good time management with ability to multi-task
- f) Ability to show flexibility in working hours
- g) Ability to organise, plan and prioritise own work
- h) Enthusiasm, patience, discretion and a sense of humour
- i) Own transport and ability to travel to and throughout the Hub as required
- j) A good understanding of, and a commitment to the values of equal opportunities, impartiality and confidentiality as it applies to one's own work, and service provision

Employment Details:

Hours: 18 hours per week and subject to continuation in funding. Hours to be flexibly worked throughout the week and agreed with Lead Services Manager

Place of Work: Bath and North East Somerset - office base from home

Salary: £32,331 - £36,289, depending on experience (pro-rata)

Benefits:

- 33 days holiday inclusive of bank holidays (pro rata)
- defined contributory pension scheme
- generous sick pay scheme
- mileage allowance
- supervision costs

Disclosure: Due to the nature of this work, the post is subject to an enhanced DBS check. Previous criminal convictions may not necessarily be a bar to this employment.

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