

Senior Health and Welfare Officer (Visiting Service)

Why do we need this role?

Help Musicians offers a lifetime of support to musicians at all stages of their lives and careers when it is needed the most. Life as a professional musician can be tough — when things go wrong, worries can quickly mount up. We provide long-term support for musicians experiencing health issues or illness, which often lead to financial difficulties. Our help involves financial support for essential living costs or assistance with sudden, unexpected expenses. Home visits are an important part of what we do for our long-term beneficiaries. We aim to visit everyone who receives regular help from us once a year to keep in touch and make sure our help is still appropriate. Many of the recipients of these visits are at retirement age and/or living with long-term health issues.

This important role is responsible for the delivery of our long-term support and home visiting service, ensuring these services are safe and empathetic. As the Senior Officer you'll lead our team of Regional Visitors and manage the caseload of our long-term beneficiaries, making sure that support is tailored to the needs of individual musicians. You will also ensure that the assistance is offered in line with our policies and charitable purpose.

Reports to: Health and Welfare Manager

Responsible for: Health & Welfare Officer and Regional Visitors (team of 10 freelancers)

What does success look like?

The delivery and continual improvement of an exceptional service for long-term beneficiaries, which is run safely, in line with the charity's relevant policies and with musicians' individual needs at the forefront.

Key Role Objectives

1. Provide exceptional support to musicians, which is compliant with the charity's guidelines on support and grant-giving. You will take a compassionate and empathetic approach to understanding and meeting the needs of those accessing the service
2. Manage the delivery of a safe and effective service, ensuring compliance with organisational policies and regulations, such as Data Privacy and Safeguarding, whilst effectively identifying and managing risks
3. Provide effective management and supervision to self-employed Regional Visitors and internal staff member(s), enabling them to perform effectively and deliver exceptional support to musicians
4. Develop and sustain collaborative relationships with a national network of partner organisations
5. Lead the delivery of beneficiary engagement activities that aim to foster musicians' community connections via networks of peer support, including social events
6. Enable the involvement of long-term beneficiaries in the charity's wider work - including research and service development - ensuring their experiences and perspectives are recognised and valued

Main responsibilities

1. Manage the visiting service day-to-day, ensuring adherence to relevant organisational policies and procedures and effective coordination of the service to meet the needs of musicians across the country;
2. Support the continual development of the Regional Visitors team through effective one-to-one supervision, team engagement and communication (including regular meetups).
3. Coordinate suitable training for Regional Visitors to enhance the quality of the service, provided in-house or with partners
4. Ensure the maintenance of an adequately staffed Regional Visitors team, working with the HR team to develop and deliver a long-term recruitment and retention plan – ensuring and promoting geographical and demographic diversity of Visitors
5. Assess applications for support and provide guidance on assessment to other team members, ensuring appropriate risk and resource management is undertaken in decisions about support provision
6. Consider safeguarding in all decisions made about support, and provide safeguarding guidance to Regional Visitors as required, escalating issues to your Manager for further guidance as needed, in line with charity guidelines
7. Liaise directly with musicians supported by the service as required, to understand their needs and communicate about the support we can provide, always taking an empathetic and musician-first approach
8. Build a network of external referral agencies relevant to musicians' needs within the long-term support service and ensure Regional Visitor are equipped and informed to make referrals and signpost as relevant
9. Plan and deliver an annual programme of engagement for long-term support beneficiaries which celebrates their identity and experience as musicians and which enables them to build peer networks and connect with staff, including regular face-to-face meetups
10. Represent Help Musicians at external events as required, promoting awareness of the long-term support we can provide musicians who are retired or living with long-term illness
11. Embed required reporting, monitoring and evaluation of the service into service delivery and ensure Regional Visitors are enabled to contribute to service monitoring
12. Keep accurate and up-to-date records about all beneficiaries and ensure such records are kept by all Regional Visitors and staff working within the service, in line with our data protection policies.
13. Line management of Health & Welfare Officer, motivating, supporting and coaching them to achieve their personal objectives and deliver their potential.

Person Specification

Essential Experience, Knowledge, and Skills

- Experience working in a direct support role with a varied caseload within a relevant context such as health, social care or the charity sector
- Experience of supervision and management of staff and/or volunteers in the provision of support
- Knowledge of factors contributing to a safe and high-quality support service
- Ability to reflect on service delivery to proactively identify opportunities for service improvement
- Ability to understand the diverse needs of individuals and build tailored packages of support
- Ability to interpret complex information about individuals and make judgements about level of risk
- Ability to maintain professional boundaries whilst building a rapport with those we support

Senior Health and Welfare Officer

Our Values: Passionate, Impactful, Collaborative, Respectful

- Excellent listening skills
- Experience of providing home-based visits to service users and a robust understanding of how to maintain safety of staff and service users during home visit
- Experience of designing and facilitating engaging presentations; training; workshops or events for different audiences
- Desirable: knowledge of the health and welfare systems

Personal Characteristics

- Empathetic and reflective approach to working
- Collaborative and able to develop positive relationships with others
- Approachable, patient, and non-judgemental
- Supportive and cooperative style of management
- Team player with a positive and constructive approach
- Willingness to empower individuals to achieve their full potential
- Passionate and committed to the Help Musicians cause with empathy and understanding of the challenges faced by musicians

Additional info

- Evidence of a clear basic DBS check is required
- Frequent travel across the UK required in line with needs of the role
- Hybrid working with a minimum of 2 days in the London office (WC1X 9JS) and 3 days at home, with flexibility to attend the London office more regularly as the needs of the role dictate

This job description is a written statement of the essential requirements of the job, with its key accountabilities, and the experience, knowledge, and skills required for effective performance. This is not intended to be an exhaustive account of all aspects of the duties involved.