**Regional Visitor – Musicians Visiting Service**

**Why do we need this role?**

Our Musicians Visiting service provides support to musicians who are in receipt of our services, assessing their health, financial situation, environment, social circumstances, engagement with music, and other relevant factors, to ensure the support they receive continues to be timely and appropriate to their needs.

**Reports to:** Senior Health And Welfare Officer

**Our Values**

At Help Musicians & Music Minds Matter we:

**Embrace change**; recognising that change leads to opportunity and the potential to seek out better solutions for those we’re here to support

**Are curious**; recognising that insight, understanding and empathy enables us to deliver our best work

**Value difference**; knowing that diversity of thought, team and experience makes our charities stronger

**Come together**; united through our appetite for music we’re committed to working collectively, doing the very best to support those that need our help

**What does success look like?**

1. To provide musicians with annual home visits to establish how best to support them.
2. Reducing social isolation and ensuring contact with Help Musicians.
3. Ensuring that musicians are informed and signposted to any relevant external services that may provide additional help
4. Positive rapport with musicians and Help Musicians staff members
5. Timely submission of reports following each home visit

**Number of visits per year**

A varying number of allocated visits are agreed with each freelance Regional Visitor within a set geographical area per year (this may vary from time-to-time in line with charity need).

**Commitment required**

Musicians are visited in-person on an annual basis. We are open to candidates requesting additional flexibility on the number of visits where they may otherwise suit the requirements of the post – this can be discussed in more detail with the Senior Health and Welfare Officer – Visiting Service prior to making an application.

**Hours**

Visits and review calls must start no earlier than 9.30am, and no later than 4pm, Monday to Friday. In-person visits last approximately 1 hour (plus travel time required). Phone visits/support conversations last 1hr. Review check-in calls with musicians last approximately 45 minutes. Report write-ups should on average take around 30 minutes and be submitted no later than 5 working days following the visit

**Rates**

£82 per in-person visit, £55 per telephone visit and £35 per telephone check-in call. Reasonable travel expenses are re-imbursed in line the charity’s expenses policy.

**Main responsibilities**

1. To arrange and facilitate several in-person visits to musicians in receipt of our support across the year, within an agreed geographical area. Conduct an assessment of their needs based on information about their circumstances, including but not limited to their health, finances, environment, social and support network, and engagement with music. On occasion these conversations may need to be undertaken via a telephone call.
2. To schedule and make check-in telephone calls to musicians to review their circumstances. These are supplementary to in-person/telephone visits and will take place on an ad-hoc basis agreed with the Senior Health and Welfare Officer (Visiting Service).
3. To write and submit reports, following each review check-in call / visit, to the Senior Health & Welfare Officer (Visiting Service) no later than 5 working days after the visit, making appropriate recommendations for assistance.

**Visiting musicians, including planning and preparation**

The purpose of our in-person visits is to provide regular face-to-face contact to musicians receiving long-term support from Help Musicians in order to obtain an update on their circumstances.

In-person visits includes:

* Reviewing musicians’ information via a Grant Management System (GMS) database in preparation for a visit. Training will be given for the GMS.
* Effectively planning visits to minimize expenses and travel time
* Arranging visits via telephone and/or in writing, and confirm details in writing where appropriate
* Informing the Senior Officer of all visits at least two working days before they are due to commence.
* Carrying out review calls as agreed with the Senior Officer
* Informing the Senior Officer of all ‘check in’ calls
* Signposting the musicians we support to relevant organisations where appropriate

**Person Specification**

**Knowledge and Experience**

Essential skills:

* A passion for and an interest in music, and ideally, experience in the music industry
* Experience of working in the health and social care sector with an understanding of the health and welfare challenges that a musician may encounter, ideally with previous experience of conducting home visits and/or assessments for individuals.
* Knowledge and understanding of the welfare benefits system
* Geographical knowledge of agreed area
* Excellent written and spoken English and effective communication skills
* Active listening and empathetic skills
* Strong organisation, planning, and time management
* Excellent IT skills including Microsoft Office
* Collaborative and able to develop effective positive working relationships with others
* Positive attitude and able to work under pressure in emotive situations
* Non-judgmental approach to working with individuals.

Additional Requirements:

* A Basic DBS check producing a satisfactory result will be required in line with our DBS check policy and process.
* Due to the geographical location of most visits, a full U.K. driver’s license and willingness to drive is essential. Reasonable adjustments will be considered for candidates with a disability.
* The role involves lone visits to the homes of musicians who are Help Musicians beneficiaries, within a defined area; this may require long distance travel and travelling after dark.
* Access to a good internet connection and IT equipment is required. Help Musicians will provide a mobile phone.
* Visitors must comply with Help Musicians policies and procedures, including our Code of Conduct, Adult Safeguarding, Lone Working, Data Protection, Expenses and Equal Opportunities.

Help Musicians will:

* Introduce the work of Help Musicians, its staff, your role, the standards expected for our service, and the training you need to meet the responsibilities of this freelance work.
* Assign the Senior Officer (Visiting Service) to you for support, who will meet with you regularly and act as your main point of contact within the charity.
* Provide regular training in line with the requirements of the role.
* Provide adequate insurance cover for you whilst carrying out in-person visits which have been approved and authorised by us.
* Provide opportunities for additional training and professional development.