

soundabout

make music change lives



Family Support Coordinator

Job Description

Post Title: Family Support Coordinator

Salary: £30,000 p/a

Tenure: Fixed term contract for an initial 22 months, with 3-month probation period, FT 35 Hours a week

Based at: Home working, with 1 day a month in person (exact location TBC)

Responsible to: Director of Programmes

About Soundabout:

Soundabout is a charity that uses music to empower and unlock the potential of people with profound and multiple learning disabilities. The charity leads the provision of training and delivery of music-centred approaches to working with people with severe, or profound and multiple learning difficulties. We work across the UK in a variety of settings such as special schools, early years' environments and care services.

At Soundabout, we believe that everybody deserves to have a voice. Rather than focusing on what people can't do, we want to emphasize what they can do. We believe that people with severe and profound learning difficulties including autism should have a life full of expression, passion and enjoyment. To enable this to happen we aim to educate, support and empower through both empowering training and supporting those in our community. That's why we use music to enable people with learning difficulties to express themselves, connect with others, and feel the warmth of music.

We have a small core office team and a growing body of freelance practitioners who are the creative, delivery force of our work.

Diversity and equal opportunities

Soundabout is an equal opportunities and Living Wage employer. We are committed to attracting, recruiting and retaining diverse candidates, as it's important that our team reflect the communities we serve at every level within the charity. We especially welcome applications from people from under-represented groups and are committed to making adjustments that would support you in applying for or carrying out the role. We are currently under-represented by disabled and neurodivergent people, people from under-represented minorities and from the LGBTQ community.

The Role

The role of the Family Support Co-ordinator is to build the knowledge, skills and confidence of families with profoundly disabled children to interact musically with their child to benefit their development, personal and social interactions and build family resilience, enhancing wellbeing and reducing isolation for parents/carers. A key part of the role will be to measure the longitudinal progress and development of children and young people with profound and multiple learning disabilities supported by Soundabout, to help the charity develop and improve our practice to ensure the best outcomes.

The role is also the first point of contact for families when enquiring about Soundabout, sharing ideas for opportunities to engage with our services and offering additional support to our families as and when needed, trouble-shooting any access or other issues or concerns.

The post holder must be willing to lead on our Safeguarding agenda (either through pre-existing experience or by attending appropriate training).

The Candidate:

You will be a warm, flexible and energetic team player with significant experience of working with families of profoundly disabled children and a commitment to reducing isolation for families and building support networks and connections. You may have an understanding of how music and sound can be used as a developmental tool and to build family cohesion and resilience. You are motivated by the opportunity to improve the lives of people with severe and profound learning disabilities and their families.

Key responsibilities

- To be the primary point of support for all families with children who have profound and severe learning difficulties and are part of Soundabout's community; whether attending music-making sessions, participating in 1:1 support sessions with our music practitioners or as part of Soundabout's Inclusive Choir and associated groups.
- To induct new families into the organisation, exploring with them the opportunities available and best suited to each child and family's needs. Introduce families to our evaluative processes to be undertaken by Soundabout practitioners and track progress, providing bi-annual updates to families via progress reports. Signpost families to other opportunities and forms of support as appropriate.
- To maintain regular contact with the families through 'light touch' support via telephone, email and zoom, as and when appropriate, and undertake annual re-assessments.
- Designated Safeguarding Lead for Soundabout
- Leading Soundabout's participation agenda, so the voice of participants and their families are heard and taken into account across our organisation.

Specific duties:

- To update and distribute a welcome pack for all current and new families, highlighting the charity's safeguarding and privacy policies, the charity's broader services and signposting to other opportunities and supportive organisations.
- To measure the longitudinal progress and development of children and young people with severe learning difficulty (SLD) and profound and multiple learning difficulties (PMLD) supported by Soundabout and use the evaluation information to develop and improve Soundabout's services.
- Maintain contact as required and agreed with each family through telephone/email/zoom/social media.
- Assess the needs, strengths and challenges of the child and family.
- Identify and agree with the child and family, the support and services they would like to access.
- Highlight the support available for siblings of disabled children and encourage their involvement in Soundabout's community.
- Provide ongoing support and resources developed by Soundabout and relevant organisations.
- Developing a strong participant led voice for Soundabout.

- Collecting information and maintaining database for our families.
- Planning and organising appropriate family-focused events and finding appropriate partnerships.
- Play a central role in the Soundabout team and represent the voice of people with a learning disability and their family members within and outside of the organisation

Note

This job description outlines the principal responsibilities and duties of the post holder. It is not meant to be, nor is it, an exhaustive list of specific responsibilities and duties. The post holder will be expected to undertake any other duties which could reasonably be expected as being within the remit of the post and which arise out of changes in legislation, regulations, orders, rules and working practices, methods and procedures and reviews, as directed from time to time.

This is a full-time post, and is mainly home based. Weekend and evening work will be required.

In recruiting for this role, we welcome the unique contributions that you can bring, in terms of education, socioeconomic background, culture, ethnicity, race, sex, gender identity and expression, age, religion, disability, sexual orientation and beliefs.

Person Specification

Essential

- Ability to communicate warmly, clearly and sensitively with families, children and young people
- Minimum of two years' experience of working/volunteering in a supportive capacity with families
- Hands on experience of working/volunteering with children and young people with learning disabilities across age range 0-25 (not just managing a service). Minimum of two years' experience in total
- Proven ability to maintain accurate family case records where outcomes are clearly defined
- Ability and commitment to assess need and signpost forms of support in line with best practice
- A clear understanding of, and the ability to practise within, appropriate professional boundaries, whilst maintaining an appropriate level of empathy and support
- Good report writing for assessment and funders
- Excellent IT skills- use of Office 365, Mailchimp, Google Forms, Survey Monkey
- Excellent organisational skills and a sharp eye for detail
- Understanding and commitment to upholding GDPR
- Knowledge and experience of Safeguarding policies and procedures
- Upholding Soundabout's commitment to Equality, Diversity and Inclusion

Desirable

- Experience of using Salesforce or similar CRM system
- Knowledge and understanding of Sounds of Intent Evaluation/other evaluative Frameworks or tools
- Understanding effective interventions and awareness of organisations who can support the development and wellbeing of children with learning difficulties
- Able to attend team meetings held on a Tuesday (once a month in-person, usually in Oxfordshire)
- Ability to travel to projects and events as and when needed
- Good knowledge of other professional roles and expertise in the field of childhood learning difficulties disability

How to apply

To apply please email your CV and a supporting statement which outlines your suitability for the role to info@soundabout.org.uk with the header "Family Support Coordinator" and submit the [Equal Opportunities Monitoring Form](#).

Applicants should structure their supporting statement by addressing each of the points listed under the person specification to be considered. It would also be acceptable should

you prefer to apply using a visual presentation, video or audio recording. Applications without any supporting statement will be discarded.

Closing date for applications: 29th August 2022 at 9am. Interviews will take place on Friday 2nd September 2022 on Zoom or potentially in person in Oxfordshire.

Soundabout is committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment. Background checks and an enhanced DBS will be required.