

Freelance Participant Support and Welfare Officer

A shared freelance role between Open Door People and Hackney Empire

Deadline to apply: 15 July at 10am

Location: London (with possible travel to the Midlands)

Hours: Part-time (16 hours per week), freelance, offered on a fixed term contract (6 months)

Ideal Start Date: August 2022

Fee: £360 per week (or £180 per day) for 26 weeks total of £9360

Type of contract: Freelance, 6 months fixed term

Reports to: Open Door People's Managing Director and Hackney Empire's Head of Learning and Participation

About our organisations

Open Door People (also known as Open Door) is an award-winning charity that helps talented young people aged 18-26 who do not have the financial support or resources to gain a place at one of the UK's leading drama schools. We work with people who are serious about pursuing a career in either acting, production arts or technical theatre.

We work to break down any barriers they may face, allowing them to compete for drama school training on a level playing field and go into auditions and interviews feeling prepared, confident and without the worry of financial strain.

Open Door was named School of the Year at The Stage Awards 2019 and one of the Big Issue's Top 100 Changemakers in 2019.

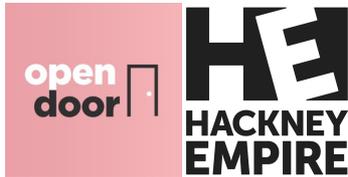
Partner organisations include: the Donmar Warehouse, Spotlight, Royal Court London, Nottingham Playhouse, Derby Theatre, Leicester Curve

Patrons include: Woody Harrelson, Emilia Clarke and Riz Ahmed.

Learning and Participation at Hackney Empire

Hackney Empire: Creative Futures

The Hackney Empire Creative Futures programme is the leading provider of arts and culture engagement for young people in Hackney, working with over 4,000 young people annually from some of East and North London's most marginalised communities. In 2019, 48% of young people in Hackney were living below the poverty line, up from 41.3% in the previous year.



Our local community is one of the most culturally diverse in the UK and faces significant social and economic challenges. Our work is uniquely positioned, in that we are able to provide (in many cases at no cost to our core audience) expert-led creative workshops and masterclasses, alongside professionally produced performance opportunities.

At Hackney Empire we believe that we have a responsibility to champion and nurture both the next generation of artists and young people who may have limited or no access to arts & culture.

Access, inclusion & development are at the heart of everything we do; this means we work to accommodate the needs of all young people, whatever their ability or background. Together we create powerful, inspiring and transformative arts & culture, and cultivate a wider vision of a world in which everyone is acknowledged and encouraged.

PURPOSE OF ROLE

To deliver pastoral support, triage issues and provide support on all matters regarding our participants' wellbeing. To support and advise the Hackney Empire and Open Door teams in relation to all matters regarding the wellbeing of our participants, safeguarding and policy, procedures and best practice.

JOB DESCRIPTION

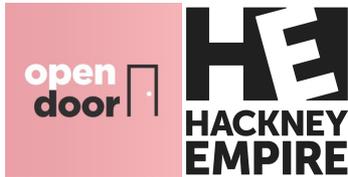
We are looking for someone to nurture the collaborative, welcoming and inclusive environment that is currently in place at Hackney Empire and Open Door and be a pivotal part of the wellbeing and safeguarding functions of both teams.

Our ideal candidate is a resourceful, compassionate person, who works well in a team but also on their own initiative and has demonstrable experience working in wellbeing and safeguarding with participants from the age of 13+.

The role will be split between the two organisations to provide support when most needed during the period of employment.

The successful candidate will be offered a freelance contract with each organisation for a daily rate (8 hours) of £180 per week: a total of 2 days (16 hours) at £360 per week throughout the fixed term contract. The working hours will be determined with the successful candidate. Payment is by monthly invoice, per organisation.

The ability to remain calm and composed when sensitive issues are disclosed is a vital requirement for this role, as are excellent communication and interpersonal skills, including the ability to build rapport and relationships with young people, handle confidential information and situations in an appropriate manner, and liaise with



participants, the Open Door and Hackney Empire team, schools and specialists sensitively and professionally.

The role will involve taking into account the needs of participants from diverse backgrounds and with intersecting identities, with a focus on removing barriers to widen participation and increase access.

This role is subject to an Enhanced DBS check.

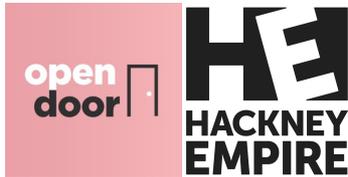
PERSON SPECIFICATION

Essential criteria for this role:

- A degree in related disciplines and/or professional qualifications or relevant work experience relating to the field (e.g. social work, community support/development, wellbeing practice, mentorship, etc.)
- A demonstrable understanding of working with young people and mental health and wellbeing
- Experience in reporting and escalating serious participant welfare issues with Designated Safeguarding Leads
- Excellent communication skills (both verbal and written) and interpersonal skills
- Strong organisational skills, with a track record of managing and prioritising a busy workload
- Experience with working with young people, especially those from diverse backgrounds and with intersecting needs
- Experience liaising with professionals and professional networks, and convening and consulting as necessary
- A demonstrable ability to maintain professional boundaries and manage work confidentially and sensitively

Desirable qualities for this role are:

- A progressive outlook and values that align with Open Door and Hackney Empire
- Experience with another charitable organisation
- Proficiency with G Suite & Microsoft Office
- An understanding of the drama school system, as well as the theatre, film or television industry



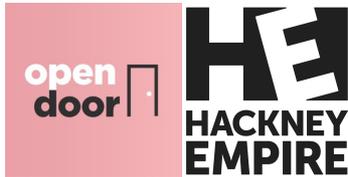
Key responsibilities include but are not limited to:

Shared Responsibilities:

- Providing pastoral care for participants
- Providing pastoral support sessions for young people through referrals from the Hackney Empire and Open Door team
- Triaging on a variety of presenting issues, including wellbeing & welfare concerns, mental health support, safeguarding, harassment and bullying, and sexual misconduct
- Providing advice and support to participants experiencing these issues, using the information gained to identify and discuss next steps, signpost and refer the participant to appropriate services as required, and subsequently acting as liaison between support services, the participant and the Open Door and Hackney Empire teams
- Exercising judgement in escalating serious participant welfare issues with the Designated Safeguarding teams
- Keeping accurate records to facilitate appropriate information sharing within the team and support collaborative working
- Maintaining up-to-date knowledge and understanding of available support services in the areas our participants are based (Open Door are currently London, Essex, Sheffield, Rotherham, the East Midlands, Cardiff and Glasgow and Hackney Empire is London based), as well as Open Door and Hackney Empire's policies, procedures and best practice, and advising colleagues on these as appropriate
- Ensuring Open Door and Hackney Empire's internal safeguarding and duty of care policies and procedures are robust and effective, and updating these as and when necessary
- Acting as a source of expertise and authority on matters relating to participant welfare and providing a supportive role for other staff supporting participants
- Developing and implementing appropriate strategies to support participants

Open Door responsibilities:

- Acting as the first point of contact to provide pastoral support to all participants, including those who are applying for drama school and those who are currently studying at drama school



- Developing and implementing appropriate strategies to support participants with higher level support requirements across the lifecycle of their involvement with Open Door (from the Access Programme to the Graduating Group)

Hackney Empire responsibilities:

- Supporting the Learning and Participation teams to develop and implement support plans for participants
- Safeguarding for children, young people and adults

We treat all job applicants equally, regardless of class, age, disability, gender identity or gender expression, race, ethnicity, religion or belief, sexual orientation or any other equality characteristic. We are an equal opportunities and disability confident employer and particularly welcome applications from individuals who are underrepresented in the arts and culture sector.

All appointments are made subject to satisfactory references, proof of eligibility to work in the UK and an Enhanced Disclosure and Barring Service (DBS) check.

If you have any questions about this role or your application, you can contact jobs@opendoor.org.uk

To apply for this post, please:

Send a full CV and a covering letter (approximately two sides of A4), outlining how you meet the person specification and can fulfil the responsibilities and needs of the role.

Please send the email to jobs@opendoor.org.uk. The applications will be shared with Open Door and Hackney Empire teams. Please see links below for each organisation's privacy policy:

hackneyempire.co.uk/1138-2/

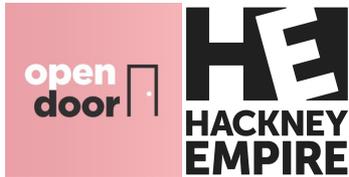
opendoor.org.uk/job-applicant-privacy-statement

Please also return with your application a completed Equal Opportunities Monitoring form available to download from hackneyempire.co.uk/working-with-us

This form is for our evaluation purposes and will not be used in our assessment of your application.

The deadline for receipt of completed applications is Friday 15 July at 10am.

Interviews will take place on 5 August, with a view to the successful candidate starting as soon as possible and an ideal start date in August 2022



If you would like to submit your application form in another format or require this information pack in a different font or format, we would be happy to accommodate this. Please contact Richard Neale at jobs@opendoor.org.uk to arrange this.

Hackney Empire is a registered charity limited by guarantee that leases the theatre building on a peppercorn rent from the freeholders, the Hackney Empire Preservation Trust. It is funded by Arts Council England and the London Borough of Hackney. In 2010 HEL established a wholly owned subsidiary, Hackney Empire Trading Ltd.

Open Door People are a registered charity. Charity No 1182458.