



JOB DESCRIPTION

Job Title: Participant Support Lead – Outreach and Digital

Overall Job Purpose: Your focus is on individuals and families, getting to know them and their circumstances and using this insight to tailor Prism Art's offer for them. This role connects people to our services, generates routes to participation, individual progression and sustains this engagement. Working closely with our current Participant Support Lead you will work together to collaborate with the team to enable progression routes, support personal development plans, attend reviews and support people to access projects and funds. A creative person, you are able to work in live sessions, coordinate digital engagement as well as facilitating community participation, delivering meaningful change and progression for individuals.

Your particular focus will be to facilitate and support engagement of people with new projects, partnerships and programmes and support delivery of our digital offer.

Responsible to: Finance and Operations Manager

Working alongside: Participant Support Lead (0.5)

Salary: (FTE) £23,500

Pro Rata Salary: £11,750

Hours: (0.5) Pro Rata. Average 18.5 hours per week

1. Main Tasks and Responsibilities:

You will support individual engagement, progression routes and provide critical support. You will work closely with Project Managers, Practice Leads and Communications Lead and collaborate closely with our Participant Support Lead. Attending key Creative Development Team meetings.

Project Management: You are responsible for supporting the progression and development of individuals. You will work closely with the other Participant Support Lead, Project Managers on key projects to advise on how best to align our projects with participants. With the Practice Leads, you will develop development plans and progression for each person, monitoring development and engaging with individuals, care teams, support staff and families. You will help to shape programmes of work in support of our community. You will work collaborative to enable new and existing participants to access skills development, progression opportunities and undertake commissions.

Stakeholder and funder management: You are working with individuals, social services, support agencies and families. Your stakeholders are neurodivergent people enable individuals and groups to access out projects and services. From finding their Direct Payment places as well as reaching out to people through

other routes, including our programme of projects, as volunteers and participants. You will need to attend review meetings, school fairs, events and meetings with individuals. You may organise open days in partnership with the Communications Lead. You will enable neurodivergent people to engage with external opportunities including working with cultural partners and arts organisations locally and nationally.

Budget Responsibilities: You have no direct budget responsibilities. However, you are aware of budgets allocated to each participant through engagement with Prism Arts and you will ensure agreements are met.

Direct Payments and funded placements: You support recruitment and pastoral support with a particular focus on our digital programmes. Attending reviews and enabling access to the programme. This role will work closely with Practice Leads, supporting access to and ongoing engagement with our programmes of work. You ensure all participants have an agreed development plan in place every year.

Fundraising: You will work to ensure we maintain essential funded income from individuals and that we collect essential impact data based on individual development plans in support of our Studio Programme service but also for our programme of projects. This will enable us to evidence the quality and impact of the work we offer.

People/ Participants: You will work closely with social services, families and individuals. You will work closely with the Communications Lead, the other Participant Support Lead and Practice Leads to support access to our programmes and to develop individual development plans. Your priority is the development and progression of individuals and ensuring that pastoral support is available for individuals and families so the Prism Arts team can respond effectively. Your particular focus is to engage new people with our projects and programmes, to support people to engage with opportunities outside of Prism Arts and to ensure that our digital and remote working offer is delivered.

People/ Community: You will work with the Project Managers, Communications Lead, other Participant Support Lead and Practice Leads to engage people with our programmes of work. Your focus will be outreach and engagement of new people.

Programming: You will work closely with project Managers, Practice Leads, the other Participant Support Lead and Project Managers to support decision making around the programme. You will work to enable participants to engage in this process. Your role may also facilitate individuals to be involved in creative decision making (attending meetings [and supporting participants](#) for example).

Commissioning/ Project Development: You will support access to commissioning opportunities for our participants, building these into development plans as well as working with Practice Leads/ Project Managers to facilitate this. You will enable participant access to decision making around commissioning and working in collaboration with partners.

Session Delivery and Facilitation: You will support session delivery in line with your key responsibilities in support of individuals and the needs of the charity. This might be as part of wider community projects, working with groups or individuals in preparation for an event or performance or if a member of the team is on leave. This will include remote and digital delivery and engagement as well as live sessions and programmes. You will have an active role in the Creative and People Team, working closely with Project Managers and Practice Leads in terms of programming live sessions and digital participation.

Marketing and Comms: You will work closely with the other Participant Support Lead, Practice Leads and Communication Lead to enable digital or remote ways of working with participants where in-person sessions are not preferable, working with the Practice Leads to equip participants with the skills to be comfortable working with digital interfaces. You will assist in collection of content for marketing, social media posts or insights for families.

2. General

Governance. Produce data on your activity for the SMT and Board on a quarterly basis. Attend meetings if required.

HR: You will adhere to all HR requirements

Ops/Office: You will adhere to office procedures to ensure smooth running of the charity.

Digital: You will adhere to Prism Arts digital communications requirements, using the system to share, store and manage all data relating to your work and the smooth running of the charity.

Data Collection and Management: You will lead collection of impact data and outputs relating to individuals and participation in progression and impact of our work. You will hold the personal development plans and ensure that this data is updated in accordance with impact requirements. You will engage in research opportunities relating to this programme.

Office & Lunch Break Cover: All staff are required to support covering the office (phones, front of house role) and sessional time to enable delivery staff to always have a lunch break and adequate support. This will be managed by the Finance and Operations manager, and in this role, it will take less than 30% of your week. You will be encouraged to always take a lunch break.

Administration: You will undertake your own admin work relating to key areas of your responsibility, ensuring digital and paper files are managed and updated. You must use prism e-mail for all work business and store all emails, written communications and letters appropriately. You are responsible for ensuring that your work calendar is updated at all times and shared.

Health and Safety Compliance/ Policies/ Safeguarding: adhere to all policies and procedures. With particular reference to safeguarding and health and safety practices.

Meetings:

- Team Meetings general: Whole Team Meetings x 6 meetings per annum
- Creative Development Team: This group oversees creative programme delivery, impact assessments and evaluation, development, project planning and progression. x 6 per annum

Conduct and Training

- To represent the charity in an appropriate manner at all times when dealing with partners, volunteers, suppliers, clients, customers and colleagues.
- Work towards effective interpersonal communication at all levels and in particular at a team and individual level.
- Undergo any necessary on-the-job training required to develop the skills and knowledge needed to be able to perform to the standard required.

Diversity

The post holder is required to have due regard to equal opportunities at all times, and to work in a fair and reasonable manner towards all people, ensuring service standards are maintained for all as set out by Prism Arts Diversity Policy and Statement.

Other Duties

The duties and responsibilities in this role profile are not exhaustive. The post holder may be required to undertake other duties that may be required from time to time within the general scope of the post. Any

such duties should not substantially change the general character of the post. Duties and responsibilities outside the general scope of this grade of post will be mutually agreed with the post holder.

Person Specification

		Essential (E) or Desirable (D)
Qualifications	A Degree or qualification in the arts. Safeguarding or First Aid certificates	Desirable Desirable
Experience	Professional arts practice or experience Digital platforms: Zoom/Teams. Social media: Facebook, Instagram, Twitter Working with people with disabilities Working with adult social services Supporting community-based projects	Desirable Desirable Desirable Desirable Desirable
Knowledge	Participatory arts practice Managing learning plans Communications knowledge Direct Payments or other funded services Safe working practices e.g., safeguarding and first aid	Desirable Desirable Desirable Desirable Desirable
Skills	Digital platforms and social media A clear understanding of accessibility needs and the ability to empower people facing barriers. Communication skills Ability to work with anyone	Desirable Desirable Desirable