



## **JOB VACANCY: PARTICIPANT ENGAGEMENT OFFICER**

### **INSIDE OUT CYMRU: MISSION STATEMENT**

Inside Out Cymru exists to encourage access to the arts and creative expression, promoting mental wellbeing through arts workshops, events, partnership working and other activities held within local communities.

Inside Out aims to create integrated settings in local communities for all people and to be inclusive in everything it does.

We will challenge stereotypes and stigma around mental health issues, raise self-esteem and confidence levels and develop both the social and artistic skills of our participants.

### **INSIDE OUT CYMRU: BACKGROUND**

The Inside Out Project has operated in Caerphilly County Borough since 2000, and became the charity Inside Out Cymru in 2013, extending its work to the wider Gwent area.

Inside Out Cymru works with adults with the aim of promoting social inclusion and mental wellbeing through the arts and creative activity. Workshops are open to the general public, but participants with mental health issues are particularly welcomed. Workshops take place in a number of different venues across Gwent.

Inside Out Cymru is run by a Board of Trustees that includes volunteer service users, mental health workers, arts officers and other development agencies.

Arts workshops to date include photography, creative writing, music, visual arts, crafts, digital storytelling, dance and drama. IOC creates regular opportunities to showcase the work of the participants, including recording CDs, poetry readings, visual arts exhibitions, films and shows.

## THE POSITION

Inside Out Cymru (IOC) is looking for a Participant Engagement Officer to support the charity's programme of workshops.

The successful applicant will have experience of supporting participants. The post will focus on assisting people to access the workshops, maintaining accurate records and collating monitoring and evaluation information as agreed with the IOC General Manager.

The fixed term contract will run until March 31st 2023 and is based on flexible working hours of 22.5 hours per week (0.6 full time equivalent), with a salary of £19,000 *pro rata* (£11,400 actual). This is not a freelance contract - if successful you will be employed by the charity.

## OVERVIEW

The Participant & Engagement Officer will:

- Assist the Board of Trustees and other IOC staff to provide in the delivery of IOC activities.
- Monitor and support all participants in accessing IOC workshops.
- Ensure participant database is up to date.
- Maintain regular monitoring systems and provide regular participation reports.
- Ensure that data is collated on a regular and timely basis and stored on the IOC system as set out in the IOC Monitoring and Evaluation Policy.
- Work with the General Manager, Administration Manager, Participation Manager, Artists and Board of Trustees to assist with the delivery of a programme of workshops across the Gwent area as well as strengthen the sustainability and vision of the project overall.

## KEY ACTIVITIES OF THE POST

- Support people to access workshops.
- Be the point of contact for existing and potential participants.
- Log/register new participants.
- Maintain a database of participants.
- Maintain a waiting list for workshops if/when necessary.
- Develop and deliver a 'welcome' sheet for new participants, partners and occupational therapists including instructions for online sessions.
- Engage on social media with participants, artists and partners and monitor engagement numbers.
- Monitor attendance and deliver a monthly report to General Manager.
- Collect monitoring data from registers for evaluation purposes.
- Collect quarterly feedback forms for evaluation purposes.
- Work with the Participation Manager to collate data for evaluation purposes.

- Develop a 'focus/forum group' for evaluation purposes, including potential case studies.
- Identify and reporting on relevant issues which may impact participants.
- Support the Participation Manager in developing a database of partners and stakeholders.

## **HOW TO APPLY**

A letter of application detailing how you meet the person specification, an accompanying CV, and the names of two referees should be emailed to **noleen@inside-out-cymru.org**.

The deadline for applications is 12 noon on Friday 4 June 2021 and we will be inviting those short-listed for interview on Tuesday 15 June 2021.

## **JOB DESCRIPTION**

- To act as a contact point for the organisation particularly in relation to service users/participants accessing the programme of workshops.
- To work closely with the Participation Manager supporting the regular programme of sessions and other activities as agreed by IOC.
- To collate and provide monthly, quarterly monitoring and evaluation information as set out in the Monitoring and Evaluation Policy and as agreed with the General Manager.
- Maintain database of participants and other information as requested.
- To support participants in accessing the programme.
- To collate registration forms and keep all participant information up to date.
- To engage with participants on a regular basis and assist IOC in reaching out to participants who can not access face-to-face sessions.
- To engage with IOC participants using social media and other online platforms on a regular basis.
- Develop a Participant Steering Group under the guidance of the General Manager.
- To liaise with relevant services and organisations to identify potential beneficiaries for specific projects.
- To work support the Participation Manager and artists to arrange celebratory events.
- To undertake training as agreed on behalf Inside Out Cymru to assist with organisation policy.
- To keep up to date with diversity, equality and disability training.
- To carry out any other duties as reasonably fall within the purview and grade of the post.

## **PERSON SPECIFICATION**

### **Essential Qualities/ Experience**

- Excellent communication skills and interpersonal skills with individuals, organisations and professionals.
- At least two years' experience of project support within an organisational setting.
- Excellent administrative skills, IT literacy, data entry, attention to detail
- Experience in using and an understanding of databases, data collection, data entry, systems, forms policies and procedures.
- Excellent team working skills, the ability to work within a set framework on your own initiative.
- Good self-management and time-management skills.
- Knowledge and understanding of mental health issues and sensitivity to the needs of vulnerable individuals.
- Experience of supporting vulnerable adults

- Willingness to undertake training.
- Working with a Board of Trustees
- Willingness to undertake enhanced DBS check.
- Ability to work 22.5 hours per week as agreed with the General Manager. Occasionally to be available to attend evening or weekend events.

### **Desirable Qualities/ Experience**

- Driver with own vehicle
- Experience of working within either the arts or health sector
- Educated in relevant area such as arts or health and social care.
- An interest in the arts and their impact on individuals
- Welsh Speaker or learner

Inside Out Cymru strives to be an equal opportunity employer.

This post is funded by The National Lottery Community Fund.

