



Membership Officer – Core Arts – (12 months Maternity Cover)

Hours: Flexible as agreed – 21 hours p/w (3 days) Tuesday to Friday

Based: 1 St Barnabas Terrace, Homerton, London E9 6DJ

Salary: £26,000 full-time (£15,600 actual pay pro rata)

Responsible to: Membership Manager

Summary

Core Arts are looking for **Membership Officer (maternity cover 12 months)** to offer their skills and expertise to support the membership team to deliver a high quality service to our members.

Core Arts is a Mental Health Charity based in Hackney offering a range of creative arts activities to improve health and wellbeing to adults who experience mental health issues. We have over 800 clients at any one time using Core Arts/Core Sports services, working with up to 2000 people per annum.

The role is within the membership team that offers empowering support planning, motivational guidance, case management, creative goal setting and oversees individual development to deliver Core Arts Creative services to our members.

The ideal candidate will have excellent hands on experience in mental health support work, adult education and knowledge of the challenges this group face, and how the Creative Arts support recovery. An understanding of using person centered and motivational recovery focused ethos is essential.

The candidate will have worked in a creative educational setting and worked dynamically with various staff teams, be confident in developing quick rapport with clients. Plus have strong experience of working with external partnerships, including secondary care clinicians.

We are looking for candidates who:

- Client focussed and able to energise and engage
- Enjoy working in a fast paced environment and likes change.
- Likes the challenge of adapting their approach to fit with the different client groups.
- Can fit in with teams and quickly adapt to a team culture and ethos

- Have a flexible, resilient, thoughtful, therapeutic approach to working with clients with complex needs.
- Be able to manage a high volume of administration as part of the role
- Have ability to be self- motivating, work under pressure and manage time effectively prioritising different areas of work according to need.
- Must also be enthusiastic about working with arts and education in order to support clients to improve confidence and quality of life.
- You must be innovative in your approach & working practices.
- The ideal candidate would have experience working in education, with experience engaging people considered to be vulnerable. E
- Experience working within a charity setting with direct client experience would be desirable. D
- The candidate will have a passion for music and arts, in order to support the creative journey of members at the centre.E
- Will recognise to the unique abilities and interests of members, in order to choose appropriate classes that support individualised projects, tailored to their strengths.
- Will meet members for regular reviews that capture qualitative and quantitative detailed feedback about how the creative process has improved the individual's quality of life.

You will be comfortable working within a strengths and recovery framework, & will ensure that all aspects of your working practices are delivered to the highest standard are fully compliant with organisational values and contractual requirements and reflect current good practice.

If you think you would like to join our team we would love to hear from you

Please see attached the relevant job profiles for further information.

Closing date for applications: **Friday 11 February 2022**

Please note: To view the full Job Description please see the supporting document. To apply for this vacancy please send a covering letter of why you fit the Job Description and attach your CV to gmolinari@corearts.co.uk

Full Job Description

Key Accountabilities and Responsibilities

Team Work & Personal Development:

- To be flexible, to share skills and knowledge and support colleagues.
- To participate in team discussions or reviews by being fully prepared, ready to share and discuss ideas and offer solutions. Including early interventions, dynamic risk assessment and problem solving as a team taking direction and instruction from the membership managers.
- To take personal responsibility for own ongoing development and learning as part of the post and any opportunities that may arise as part of your engagement with the service.
- The sensitivity and flexibility to find ways to engage and work with clients who may have a low level of interaction with the service or experiencing difficulty interacting
- The ability to respond calmly to challenging situations is essential.
- Ability to maintain boundaries and effectively implement these in your practice.
- The ability to work in a self directed manner with close daily direction.

Inductions and Enrolments/Reviews:

- Conducting initial brief assessments or initial meetings for new starters booked into the service by the membership team
- Ensuring that the criteria are met re: paperwork and welcome pack in the meetings including our Code of Respect and suitable clients are accepted.
- Prioritising need and recommending the signposting for new referrals for further services when required
- To advance & support new members through the enrolment process by ensuring they are appropriately placed in workshops and goals have been formulated.
- Recording meetings: supporting the facilitation for various meeting types, enrolments/ assessments and reviews or exit meetings. The candidate will shadow the Membership team gaining insight to the purpose of the meetings and delivery within the Core Arts framework, including goal setting, motivational interviewing and action planning.
- Adding new members to 'Inform' and various systems required: the candidate would be asked to enrol new members onto the database so that their contact information, course details and funding streams are recorded on Inform and entry systems used at Core Arts.
- To ensure that membership is maintained at agreed levels and is individualised to suit each member

- Action Planning: in partnership with the client and any significant others involved in their support, workers will translate assessed need into goals that are SMART and give scope for progression.
- To undertake outcome monitoring and case studies for individuals to capture any impact or progress

Client use of time:

- During the assessment process, work with clients to identify activities that they would like to take part in to prepare them for independence and move through & include in needs assessment.
- To ensure clients are assisted to access such activities internally/ externally.
- To support clients that are ready to move into work, education or training by assisting them to access suitable courses or placements by discussing this with their allocated worker.

To support member participation in Core's activities:

- To identify and follow up on non attendance and relevant funding for members and record attendance as requested by membership managers
- Tracking & client facing support: engaging clients with the centre, through encouraging phone calls and weekly contact ensuring consistency week to week. This would involve receiving feedback from sessions, providing information on courses and listening to any concerns the member may have. This information is then recorded, so that staff can follow up any enquiries.
- Spending time with members within the centre to build rapport, create light and positive interactions, presence and well as support work
- To liaise with staff, volunteers and members to ensure clear communication of interests, concerns, changes in activity
- To liaise with external agencies, within the parameters of Core Arts Confidentiality Policy, to ensure maximum support for members and at the agreement of membership managers
- To promote creative workplans and monitoring outcomes for all members
- To identify development and progression opportunities in response to member's identified needs, and to signpost to more appropriate sources of help when relevant (with membership team guidance)
- To meet clients to review their progress and ensure they are fully aware of an individual's workplans in order to support members in achieving their aims.
- To monitor the wellbeing of members, offer support and guidance alongside communication with the appropriate services where necessary.

Risk assessment and management:

- To minimise risks to clients by identifying, reporting and following up any safeguarding concerns.
- To provide a comprehensive handover to the membership manager post meeting with new members or existing members having completed a review or 1:1 support meeting
- To manage member incidents with the support of the senior management team and liaise with care teams in line with incident procedures and the Code of Respect policy and procedure.
- To work collaboratively within the membership team to offer thoughtful and proactive support for issues arising for members and initiate signposting to respective agencies in terms of their overall care and support.
- To proactively support any signs of relapse and offer guidance and support in the members best interests.

Administration and accountability

- To participate fully in rotas covering duty sessions and required service activities.
- To maintain appropriate systems and records of member activity, and maintain database of members
- Support any administrative tasks to ensure smooth use and running of various systems to maintain accurate data
- Attendance: recording weekly attendance of members on the Salesforce database, booking members into courses in line with attendance and assess patterns of attendance and flag issues with the allocated worker.
- The candidate would support the office to in answering phone calls, taking messages and supporting members with any enquiries. Any conversation, support given or follow up will be communicated to the team and recorded. The candidate would support members who come to office with an enquiry, to pay to access a session or buy a cds etc.

Social Inclusion:

- To support individuals to work towards gaining greater independence through participation, at service and organisation level and within the wider community.
- To support the running of exhibits and events as required, including practical set up and support of the bar and entertainment.
- To promote the projects internal feedback methods such as the complaints procedure and to respond positively to suggestions.

- To take personal responsibility for feeding back to colleagues/managers any information or comments that would contribute to ensuring the service is relevant and responsive.

Health and Safety:

- To be aware of the roles and responsibilities and work in accordance with H&S Policy and the law around H&S at work.
- To take responsibility for the safe working of self and others and to ensure that local procedures around Lone Working and Fire are followed.

General

- Contribute to the development of Core Arts charity objectives.
- Carry out all duties in the context of and in compliance with Core Arts Equal Opportunities Policy.
- Contribute positively to team working including attending team meetings when requested and any supervisory sessions and adhere to the policies and procedures of Core Arts.
- Comply with and contribute pro-actively to the Core Arts Health and Safety policies and procedures.
- To undertake any required training and updating of skills as necessary.
- To contribute to the business aims and implement plans made.
- To promote Core Arts ethos and unique vision to prospective members and mental health practitioners and relevant services across London.
- Any other duties within the competence of the post-holder that may be required in line with the post and at the direction of the senior management team.

Experience

Essential (E)

Desirable (D)

- The ideal candidate would have experience working in education, with experience engaging people considered to be vulnerable. (E)
- Experience working within a charity setting with direct client experience would be desirable. (D)
- The candidate will have a passion for music and arts, in order to support the creative journey of members at the centre. (E)

- Will recognise to the unique abilities and interests of members, in order to choose appropriate classes that support individualised projects, tailored to their strengths.
- Will meet members for regular reviews that capture qualitative and quantitative detailed feedback about how the creative process has improved the individual's quality of life.
- The ideal candidate will have excellent hands on experience in mental health support work or teaching vulnerable adults.
- Experience of working in a charity setting with direct client experience. (E)
- Plus have strong experience of working with external partnerships, including education sector, creative sector, secondary care clinicians.

Knowledge and understanding

- Proficient in Microsoft Office Word and Excel (E) or a similar database.
- Proficient in entering information on databases, Internet and email ..
- Of the impact of creativity on wellbeing
- Of the creative arts and relevance of community engagement.
- Of the issues faced by people with mental health issues within an inner city, multi cultural setting.
- Of confidentiality and information sharing.
- Of wider issues in the voluntary sector and the political climate for our service users.
- Of strategic and innovative ways of working responding to our service users support needs.
- Of the risk assessment process.
- Of tools for change, motivation and support planning (such as brokerage).
- Of the purpose and practice of working within an equal opportunities framework.
- Of health and safety practices.

Skills & Abilities

- Excellent communication and networking skills
- Able to work self motivate/ target set alongside line manager
- Discretion and sensitivity in contact with clients
- Able to risk assess and adapt situations
- Able to engage and motivate potential clients

- Able to work productively and creatively with a wide range of people
- Able to communicate effectively and professionally at all times
- Able to work alone without supervision
- Able to instill confidence in others
- Able to motivate people, especially where they have little confidence or positive self-image
- Ability to maintain high standards whilst working under pressure
- Able to work as part of a high performing team

Personal Qualities

- A strong person centred ethos which can be communicated to other professionals and members
- Warm and friendly presence able to engage various people
- Creative knowledge and innovative working style
- Excellent time-keeping skills and sound knowledge of lone working practice
- Excellent organisational skills and proactive team working ethos
- Creative and flexible approach to work and responsive to new ideas
- Methodical and thorough approach to managing relationships and continuous networking
- Excellent communication, negotiation and networking skills with various audiences
- Ability to promote the service offer appropriately to various audiences and promote creative activities to support positive mental health.