

# **MANCHESTER SUPPORT WORKER**

## **BACKGROUND**

Streetwise Opera is an opera company that enables people who've experienced homelessness to find inspiration and empowerment while they rebuild their lives and identities. We support participants to develop as creative people and, as we amplify their voices, change how society views homelessness.

We engage world-class artists, both established and emerging, to co-create bold new work and reimagine traditional repertoire. We create opera that is for everyone and, by bringing together diverse voices, change how society views opera.

We run a programme of singing and creative workshops in London, Nottingham and Manchester, that inspires and empowers people who are recovering from homelessness. As they engage with our work, Streetwise Opera performers improve their wellbeing and rebuild their social networks, and we have a robust evaluation system that helps us demonstrate the difference we make.

People who experience homelessness very often suffer from a diminished sense of self-worth and low expectations about what they can achieve and what they can expect from life. Streetwise Opera performers reinvent themselves as creators who make the world more beautiful and have the power to bring audiences to their feet. This gives them the confidence and inspiration to rebuild their lives.

## **THE ROLE**

Our Manchester Support Worker will be someone with a passion for social justice, music and pastoral care that wants to make a real difference to the lives of people who have experienced homelessness through outstanding culture.

You will support participants and session leaders in workshops once a week and in external activities such as public performances and theatre trips.

### **Main duties**

#### **Workshops**

- Welcome performers to sessions
- Ensure that boundaries policy are laid out and adhered to
- As required, communicate values of Streetwise Opera and guide the performers to follow these
- Support and manage the pastoral care of performers, who may have complex needs, throughout the workshops
- As required take part in public performances and support participants to do so
- Join in with activities during the workshops, which involve music, singing, and drama, in order to provide a positive role model for performers
- Make yourself aware immediately, on arrival at the workshop venue, of the location of all emergency exits and how to find a First Aider
- Manage conflict if and when it arises, liaising with the session leaders and Manchester Programme Producer where appropriate
- Report any issues arising in the workshops to the Manchester Programme Producer as required
- Assist staff with the completion of Streetwise Opera's evaluation and monitoring practices, including completing the workshop sheet, ensuring that all performers' names are listed in full, and submitting attendance sheets via email to the Arts Administrator and Manchester Programme Producer

- Set up the workshop space and purchase refreshments, oversee distribution of refreshments during the break and clear away after the break
- As required, hand out materials and information to the participants
- Meet performers and ensure they know the arrangements and schedule for relevant events or sessions
- Support performers throughout events, ensuring they are comfortable and dealing with any problems or situations which arise
- Ensure that everyone abides by Streetwise Opera's guidelines at all times and, particularly, ensure that there is no consumption of alcohol or drugs
- As required, attend planning meetings held by the Manchester Programme Producer

### **Theatre trips, performances and other external events**

- Attend and support participants at theatre trips, performances and other events throughout the year (these engagements take place outside of workshop hours and may involve evening and weekend hours)

### **Other duties during events**

- Meet participants and make sure they know the arrangements and schedule for the event
- Support participants throughout the event, making sure they're comfortable and dealing with any problems or situations that arise
- Help organise refreshments and expenses as needed in liaison with Streetwise Opera staff
- Make sure that participants depart on time and safely
- Ensure that everyone abides by Streetwise Opera's guidelines at all times and that there is no consumption of alcohol or drugs
- Attend training if required

## **PERSON SPECIFICATION**

We are looking for an individual who shares our passion for social impact and outstanding performance, with experience working with clients with complex needs and within the homeless sector.

### **Knowledge and experience**

- Experience of working with clients with complex needs
- Experience of working within the homeless sector
- Ability to work co-operatively with workshop leaders, staff and on own initiative
- Experience in managing conflict
- Ability to work in varied environments
- Experience of taking groups out to public spaces
- Awareness of equal opportunities
- Experience in safeguarding

### **Personal skills**

- Reliable
- Confident and sociable
- Able to get on with a diverse group of people
- Comfortable joining in with workshop activities
- Well-organised
- Interest in the arts (desirable)
- First aid training (desirable)
- Must be available to attend sessions in central Manchester on Wednesdays from 3:00pm to 5:30pm

## TERMS AND CONDITIONS

Contract: Freelance, 2 to 4 hours per week

Salary: £22.50 per hour

Hours/Location: Wednesdays, Central Manchester

We would also like to offer the Support Worker an extra 2 hours per week to allow for the following:

- Purchase of refreshments and set up for sessions
- Pack down of sessions and debrief
- Completion of workshop attendance sheets
- To allow for any performer calls to be made, to follow up on any pastoral challenges in sessions

Preferably, these hours will be scheduled on the same day as the weekly session.

This post is subject to a DBS check.

### **Working at Streetwise Opera**

As an equal opportunity employer, we are committed to ensuring within the framework of the law that our workplaces are free from unlawful or unfair discrimination on the grounds of colour, race, nationality, ethnic or national origin, gender (including gender reassignment), sexuality, religion or beliefs, marital status, disability, age, pregnancy or trade union membership, or the fact that they are a part-time worker or a fixed-term employee.

We aim to ensure that our employees achieve their full potential and that all employment decisions are taken without reference to irrelevant or discriminatory criteria.

To find out more, read our **Diversity and Equal Opportunities Policy**.

## HOW TO APPLY

**Apply online** by 5:00pm on Thursday 18 August 2022.

Interviews will be in person on Thursday 25 August with Faye Jefferson, Manchester Programme Producer, and Marigold Hughes, Head of Programme.

We will guarantee first round interviews to candidates who have **lived experience of homelessness**. If you regard yourself as someone who has this lived experience, please also indicate this on the application form.

If you would like an informal conversation to discuss this role further and find out more about our future plans, please contact Marigold Hughes at **[mh@streetwiseopera.org](mailto:mh@streetwiseopera.org)**. These conversations will not form part of our selection process.