

Lung Ha Theatre Company
Volunteer Information Pack
2023 – 2024

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Introduction

Hello!

We have created this information pack for current, new and prospective volunteers. It is designed to give you a full understanding of Lung Ha Theatre Company, your role within the organisation, what you can expect from us, and relevant policies and procedures.

Our volunteers are at the heart of Lung Ha Theatre Company. It is important that you feel a part of the organisation, that you recognise the value of your work and how it contributes to the organisation as a whole.

If you would like to learn more about our plans for 2023 to 2028, please see the Lung Ha Theatre Company Business Plan Summary.

If you have questions about anything here, please contact the Support Team Co-ordinator.

Contacts

The email address is info@lungha.com

The Lung Ha office is at 30b Grindlay Street, across the road from the Lyceum Theatre. The phone number for the Lung Ha office is 0131 221 9568

The full address is

Lung Ha Theatre Company, 30b Grindlay Street, Edinburgh,
EH3 9AX

Vision and Mission

Lung Ha Theatre Company champions the talent and ambition of learning-disabled artists to make fabulous theatre. Lung Ha Theatre Company is a people led and people focused organisation. It is an organisation that values those with whom it interacts.

- Artistic Excellence: our work will have impact and be of high quality

- Collaboration: we actively seek opportunities to work with new people and organisations, to learn to work in new ways and share our skills, knowledge and experience
- Integrity: we will act with integrity in all aspects of our work. We will demonstrate high levels of honesty, reliability, equality, transparency and professionalism.
- Respect: we will treat everyone that we encounter with respect and courtesy.
- Bold: we will be a brave and courageous company that pushes boundaries and gives a voice to people who may otherwise feel marginalised from wider society.

The Volunteer Support Team Member Role

The Support Team is a key part of Lung Ha Theatre Company. Volunteers play a crucial role in ensuring that the company provides a safe, supported and open environment to allow creativity to flourish and for everybody to give their best. Support Team Members attend and provide support to our

learning disabled and autistic actors at rehearsals, performances and other activities. There may be opportunities to provide support onstage and offstage during performances, during online activities, and at Lung Ha Theatre Company events.

Responsibilities and duties include:

- Creating a safe and supportive atmosphere where our actors are able to challenge themselves and try out new things.
- Participating fully in workshops and rehearsals alongside our actors - including taking part in warm up exercises, movement and improvisations.
- Supporting and encouraging our actors to work together and build supportive working relationships based on trust and respect.
- Supporting our actors to articulate their views and ideas. Explaining and demonstrating tasks. Communicating with

the Support Team Co-ordinator, Creative Administrator, the rest of the team and each other by email.

- Providing availability for rotas by the date required.
Working in line with Lung Ha Theatre Company policies at all times, including the Safeguarding Adults at Risk Policy, and Professional Relationships Policy.

Commitment

We understand that you have your own lives outside of Lung Ha Theatre Company and may not always be able to commit to large periods of volunteering. We ask that new volunteers commit to three sessions per month for the first three months. After this point, it is up to you how often you volunteer with us and how much time you give. Sometimes Volunteer Support Team Members take breaks from volunteering. We would ask that you let us know if you are going to be taking a break for three months or more. If you are away from the team for more than three months, we may ask you to take part in additional training or receive additional support and guidance when you return.

Rota

The Support Team Co-ordinator sends out an availability form, normally once per month. It is important that you fill in the form as we can't put the rota together without knowing your availability. Please fill in the availability form by the date given. There is an opportunity to say if you can't volunteer in that month or are not sure of your availability.

It is important that the Support Team is able to keep in touch as a group. The availability form and all group emails to the support team will be sent cc not bcc - so the other members of the support team will see your email address. It may also be necessary to share your contact details with other people working with us, including Lung Ha Theatre Company workers and freelance workers, so that they can contact you and send updates if necessary.

Absences

If you have committed to a rehearsal, please let us know as soon as possible if you are no longer able to make it. Please contact both the Support Team Co-ordinator and Creative Administrator by email.

Support and Supervision

The Support Team Co-ordinator is responsible for support and supervision of the Lung Ha Theatre Company Support Team. We have regular meetings with the Support Team where you can discuss your role, any issues or questions which you have, and receive support and guidance from the Support Team Co-ordinator and other members of the Support Team. The Support Team Co-ordinator is your line manager. You can come to them individually with any issues or questions. You can also speak to them if there is any area where you feel you need more support, or if there any adjustments we can make to support you in your role. You can receive support and guidance provided by email, over the phone, or in an online or face to face meeting. The Support Team Co-ordinator may ask to speak to you individually if there are any areas where they feel you may need additional support or guidance. Please also see the Problem Solving Policy.

Training, Development and Further Opportunities

We provide you with training opportunities to help you in your role on the Support Team. Some of the training is essential, for instance, safeguarding training. Other training is optional, but we do encourage you to take part in this training if you are able. We sometimes provide further paid opportunities within Lung

Ha Theatre Company, and encourage our volunteers to apply for these. One example is the Lead Support Worker role. If you are interested in opportunities like this please contact the Support Team Co-ordinator. Many of our volunteers list their work experience with Lung Ha Theatre Company in applications like job applications or college / university applications. Please feel free to name us as a referee on any future applications, once you have completed your induction and have been volunteering with us for three months. There may be opportunities for you to take part in Lung Ha Theatre Company sub-committees which focus on particular areas of our work. We will let you know about opportunities like these.

Feedback and Grievances

We encourage and welcome feedback from everyone who works with us. From time to time, we will ask for your feedback on things like your experience of volunteering and what we can do better. However, you can give us feedback at any other time. Please contact the Support Team Co-ordinator to do so. If you have a grievance which relates to your work, your working environment or your working relationships you should try to resolve the matter informally by discussion with the Support Team Co-ordinator. If your grievance cannot be resolved informally or the matter directly concerns the Support Team Co-

ordinator, you should raise the matter, in writing, with the Executive Director, or if that is not appropriate, with the Chair of the Board. Please see the Disciplinary and Grievance Procedure for more information.

Safeguarding and Professional Relationships

Lung Ha Theatre Company has a duty of care to everyone who participates in our activities and works with us as a company.

As a theatre company working with learning disabled and autistic actors, we have additional safeguarding responsibilities. The organisation also has a responsibility to uphold the actors' rights and to provide a safe and supportive environment in which they can flourish. Lung Ha Theatre Company has a Safeguarding Policy and a Professional Relationships Policy. These policies outline procedures which all Lung Ha Theatre Company employees, volunteers and freelance staff are expected to follow. Lung Ha Theatre Company provides appropriate safeguarding training. Please make sure you have read the Safeguarding Policy and Procedures, and the Professional Relationships Policy. Contact the Support Team Co-ordinator if you have any questions about these.

Policies and Procedures

The following policies are directly related to your role and we would ask you to read them:

- Health and Safety Policy
- Policy Professional Relationships Policy
- Safeguarding Policy and Procedures.
- Volunteer Policy
- Problem Solving Policy

These are included in the Policies folder which you will be given a link for. You are welcome to read Lung Ha Theatre Company's other policies for a wider understanding of how we work. Policies are updated on annual basis. There may be policies that come into effect at a later date which we will ask you to read.

Meet the Team

Lung Ha Theatre Company is a Fair Wage employer and is committed to reviewing its staffing structure on an annual basis to ensure the expectations and workload of all staff is fair and sustainable. All actions in this plan will be delivered by staff,

volunteers and freelancers with the support of the Board of Directors.

Current staff structure:

The Artistic Director is Maria Oller. The Artistic Director is responsible for creating Lung Ha Theatre Company's high quality artistic programme. This role ensures the company engages with the best Freelance Artists and that Lung Ha Theatre Company participates in both national and international partnerships.

The Executive Director is Ruth McEwan. The Executive Director is responsible for ensuring that Lung Ha Theatre Company is an effective, well-run and sustainable organisation with appropriate staffing, financial structures and networks in place that provide a strong foundation for the company to thrive and produce great art.

The Development Officer is Arron Greechan. The Development Officer is responsible for raising investment from public and private sources to enable the company to deliver on its creative and financial targets. In addition, the role has responsibility for developing pathways to new sources of income and investment.

The Administrator is Conor O'Loughlin. The Administrator provides administrative support to the Artistic and Executive Directors. This role is the main point of contact for the acting ensemble, their family members and support workers, and maintains effective communication with the volunteer support team, freelance artists, staff and board.

The Support Team Co-ordinator is Becky Leach. The Support Team Co-ordinator oversees the support needs of Lung Ha Theatre Company actor ensemble. This role ensures that health, wellbeing and safeguarding sit at the heart of the company's ethos, and practice.

Lung Ha Theatre Company has a Lead Support Worker at all of its activities - this is to ensure that Lung Ha Theatre Company actors are supported and have a safe environment in which to work at all times. Lead Support Workers will be remunerated on an hourly basis.

Volunteers attend all rehearsals, and many activities, and provide a vital role in supporting the ensemble and the Artistic Director. Volunteers are critical to our work - Lung Ha Theatre Company commits to an ongoing training and skills development programme for Volunteers.

Freelance creative workers support the delivery of some projects.

The Chair of the board of directors is Sabriena Clayton. The Vice Chair is Kate Skinner. The other board members are Ailsa McLean, Elizabeth Newman, Garry Robson and Allan Ramsay

The Lung Ha Theatre Company team have a blended working approach and work from the office, home and other locations as necessary.