

Your job as a support worker



Easy read booklet

Who we are and what we do



We are **Arts Council England**. We help artists and arts organisations be creative and make art and culture.



One way we help is by giving people and organisations money. These are called **grants**.



To get a grant, you need to fill in an **application**. An **application** is a form you fill in to ask us for money.



We want to make sure it's easy for everyone to fill in an application.

Who you are and what you will do



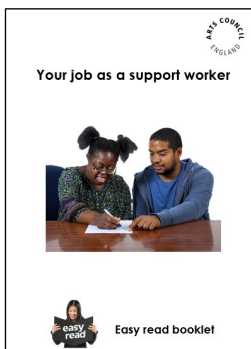
You are a support worker.



You will help someone to fill in an application for one of our grants.



You will need to help them in the way that is best for them.



This booklet tells you about your job as a support worker.

Access support



Access support is the help we give someone to fill in their application for a grant from us.



Everyone needs different types of access support.



Access support is for people who are Deaf, disabled, **neurodivergent** or have bad health.

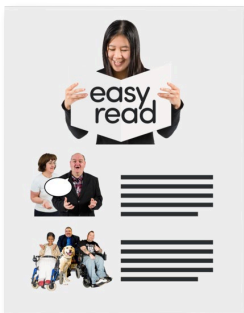


Neurodivergent means your brain works in a different way from other people and this affects you every day.

Examples of access support



We can pay for someone to have a support worker, like you.



We can give someone information in formats like Easy Read.



We can explain any decisions we make about someone's application.



We can pay for someone to take notes in **development conversations**. **Development conversations** help you think about how to make your application or your activities better.

Our Access Support Team



We have a team called our **Access Support Team** who give people access support.



Our team works with people who are Deaf, disabled, neurodivergent or have bad health.



Many of these people have asked for access support before.



Our team makes sure everyone can use our services or fill in an application for a grant.

Your job as a support worker



As a support worker you need to have **empathy** for the person you support.



Empathy is when you try to understand how someone feels.



As a support worker you can

- write notes for them.
- help fill out forms and answer questions in their application.
- interpret British Sign Language.
- talk to us about any extra help they need.
- help them use our website called Grantium.





As a support worker you cannot

- translate documents into English for them.
- care for them.
- write their application for them.
- make decisions for them.
- do work as part of **Access to Work**.

Access to Work is a service that helps people with disabilities to find a job or get more support at work.

When someone asks us for access support, we ask them for a **breakdown of the support work**.

A **breakdown of the support work** tells us about the help they will need from you. You can help them to write this.

Money for a support worker



We give people money for access support. This money can be used to pay for a support worker.



The most money we can pay a support worker is **£300** per day.



If a support worker asks for more money, we might need to ask for a different support worker.



The type of grant someone asks for will help us decide how much money to give them.



We will give up to **£600** for a grant called **Developing Your Creative Practice**.



We will give up to **£900** for a grant called **National Lottery Project Grants**. This is if someone asks for **less than £30,000**.



We will give up to **£1200** for a grant called **National Lottery Project Grants**. This is if someone asks for **more than £30,000**.



We will give up to **£600** if someone asks for **National Lottery Project Grants** a second time.



We will give up to **£1500** if someone needs to write an **Expression of Interest**.

If someone needs more money



If someone needs more money, they will need to tell us why.



For example, they might need to spend more time with you as their support worker.



You will need to send us a **support work log** of the hours you spend with them.



A **support work log** shows us the number of hours you have spent as someone's support worker and the type of work you did together.

How to be a support worker for us



The next 2 pages tell you how to be a support worker for us.



Step 1

Someone will ask us for a support worker to help them with their application.



Step 2

We will talk to you and them about working together.



Step 3

You can work together as soon as we say you can.



Step 4

We will send you a **purchase order** within 10 working days.



A **purchase order** is an official document that tells you we will pay you for your work.

Step 5

When you finish working together, you send us an **invoice**.

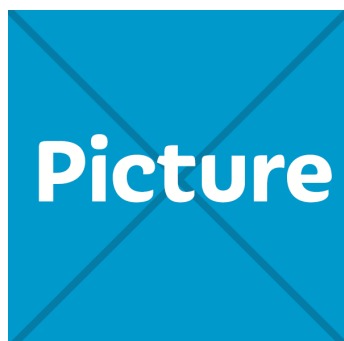


An **invoice** is an official document that tells us how much money we need to pay you.



Step 6

If you fill in a support work log, send it with your invoice.



About your invoice



Your invoice needs to show

- the date you made the invoice.
- our purchase order number.
- the first and last name of the person you supported.
- the project number of their application.
- your first and last name.
- your address.
- our name, Arts Council England.
- our address.

We will pay your invoice
20 working days after we get it.

How to use Grantium



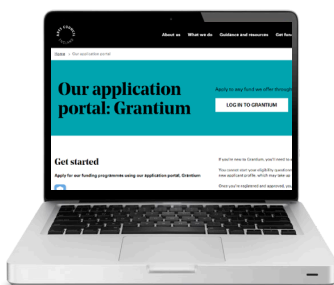
The person you support will need to set up a **user account** and **applicant profile** on **Grantium**.



A **user account** is your account on Grantium where you keep information.



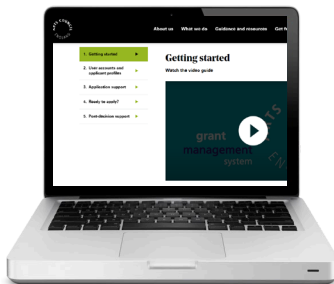
An **applicant profile** tell us about the person who fills in the application.



Grantium is our website where people can fill in applications for our grants.



You can help the person you support to make a user account and applicant profile.



Click this link to find out how to make a user account and an applicant profile

[How to use Grantium](#)



You will also need to make your own user account and applicant profile.



When you both have a user account you can **link** your accounts.



If you **link** accounts, this means you can look at the applications and **notifications** of the person you are supporting. **Notifications** are messages that remind you to do something.

How to link accounts on Grantium

To link accounts, you need to



- ask the person you support to log into their user account.

Applicants

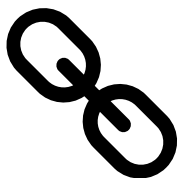


- click a button called **Applicants** from the menu on the left side of their screen.

Registrants



- click a button on the right side of their screen called **Registrants**.



- click a button on the left side of their screen that looks like a chain.



- type your username and email into their account.

Questions you might have



You might have lots of questions to ask us. On the purple pages of this booklet, we answer some for you.



Question 1

Should I check you can give the person I will support money for the activities they want to do?



Yes. Before you start any support work, check we can give them money for the activities they want to do.

A hand holding a black pen is shown filling out a questionnaire. The questionnaire is titled "Questions" and has two speech bubbles with question marks above it. The first question is "1. What do you think about it?". Below the question are three checkboxes: "Good", "Bad", and "Not sure". The "Not sure" checkbox is checked with a blue mark. The questionnaire is on a light green background.

You can help them fill out the **Eligibility Questionnaire** on Grantium.



Question 2

Why does the person I support need to show a breakdown of the support work?



The breakdown of the support work tells us what support they need from you.

Question 3

When will I be paid for my work?



We will pay your invoice 20 working days after we get it.



Question 4

What do I do if the person I support wants to ask for a different grant?



You need to tell us about the support you have given them so far, and how you think the support you give will change.



Question 5

Do I need to set any boundaries with the person I support?



Boundaries are rules we make that decide how other people can talk to us and be around us.



It's a good idea to set boundaries. For example, you might tell them how and when they can talk to you.



Question 6

How do I support someone if I do not think their activities or ideas for their application are good?



You cannot tell someone how to make their application better, but we can have a development conversation with them.



Question 7

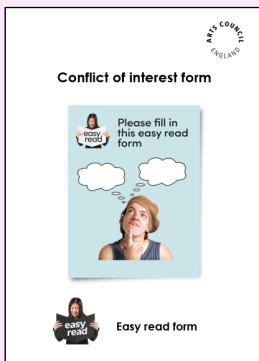
Can I be someone's support worker and help them with their activities?



We normally say no. We do this to keep the person safe from bullying.



We might say yes if you have worked together before, and it would be easier.



If you support someone to fill in an application, and you want to work with them if we give them a grant, fill in our **conflict of interest** form.



A **conflict of interest** is when another part of your life affects decisions you make in work in a bad way.



Question 8

Am I responsible for the safety of the person I support?



Talk to us if you are worried about their safety. You need to follow your company's rules about how to keep the person you support safe.

Question 9

Can I tell them what personal access costs to include in their application?



Personal access costs help pay for things you need to do the activities we give you money for.



Make sure they know they can ask for personal access costs. You can help by talking to them about their personal access costs.



Question 10

Can I talk to Arts Council England about things other than their application?

Yes. You can talk to us about any of our services.

Question 11

What happens if I make a mistake in my support work log?

If we think there is a mistake, we can check your support work log with the person you support.



Question 12

Will anything stop me from being a support worker?

We will ask you to stop being a support worker if you do something bad or you know money is being spent in the wrong way.





Question 13

Can I be a support worker for Arts Council England?



We have a group of support workers that work for us. We do not need any more support workers right now.



Send an email to this address and we will tell you when we do

access@artscouncil.org.uk

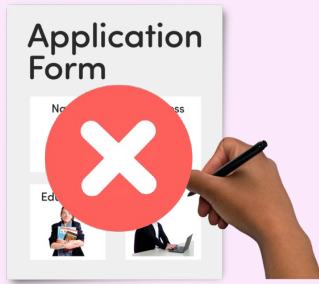
Question 14



What happens if the person I support needs to write an Expression of Interest?



They need to ask for access support to write an **Expression of Interest**. They will then need to ask again if they fill in an application for a grant.



Question 15

What happens if the person I support wants to stop their application?



You will need to send us a support work log of the work you have already done.



If you did not do any work on Grantium, we will need proof of the work you have done.



Question 16

Can I send my invoice from the company I work for, or does it have to be from me?



You can send an invoice from a company if the work they do helps artists.

Thank you for reading this booklet

Thank you to A2i for the words
www.a2i.co.uk (reference 38520a)

The full version of this document is called
“Guidance for Support Workers”