

Redcar and Cleveland Mind

Job Description

Job Title:	Training Coordinator
Salary:	£11.74 per hour
Hours:	30hrs
Accountable to:	Chief Executive
Responsible for:	Trainer and volunteers
Job Purpose:	You will be responsible for the leading our successful Well4Work™ workplace training programme and increasing its reach across the region. Coordination, promotion, planning and delivery of training are key elements of the role. You will also take the lead in coordinating any additional mental health training, e.g. MHFA, Blue Light, Schools & Colleges mental health awareness.

Duties and responsibilities:

Key Result Areas:

1. Coordinate the development of a range of bespoke mental health training packages as required as part of R&C Mind's Well4Work™ service.
2. Coordinate the delivery of high quality accredited and non-accredited mental health training to a variety of R&C Mind clients.
3. Develop an external marketing and promotion strategy for R&C Mind's training services, including Well4Work™.
4. Develop a robust financial strategy to ensure that all training income, including Well4Work™ contributes to the overall sustainability of R&C Mind.

Key Tasks:

1. To establish an annual plan of training which is regularly evaluated to ensure high performance, profitability and geographical expansion.
2. To lead on Business Planning activity in relation to training and development.
3. To grow the R&C Mind training arm, including Well4Work™, ensuring year-on-year improvement and profitability according to set targets.

4. To undertake regular monitoring and evaluation of all training, reporting on impact to the Chief Executive and Board of Directors.
5. To lead on the marketing and promotion of all R&C Mind training across the region.
6. In collaboration with other training staff, to lead the development of R&C Mind's training offer, using research and evidence to ensure training materials are current and relevant.
7. To produce high quality training resources in response to the needs of R&C Mind clients, ensuring that all training staff are familiar with all R&C Mind materials.
8. To ensure that all materials are copyrighted appropriately in a timely manner.
9. To have line management responsibility for trainers within the team, including supervision and performance management.
10. To coordinate all external training requests, ensuring equitable delivery across the team, in liaison with the Mental Health Service Manager as appropriate.
11. To be the first point of contact for external clients during the developmental phase of any new work, and when evaluating impact.
12. To ensure that training is efficiently delivered by the training team in accordance with the client's schedule.
13. To work closely with the Tees Training Hub Coordinator to ensure the Hub meets all of its targets and continues to demonstrate impact.
14. To act as R&C Mind's coordinator on all training matters, representing us in all Mind Network activity.
15. To coordinate the delivery of internal training on a variety of mental health topics to staff, volunteers and service users as required.
16. To ensure that all training evaluations are recorded onto Apricot ensuring all feedback is collated and shared with external clients.
17. To use evaluations as a reflective tool in order to demonstrate continuous improvement in training delivery.
18. To work effectively and efficiently, managing your time and workload, with guidance, support and supervision from the Chief Executive (or, in her absence, the Mental Health Service Manager).

- 19. To ensure that all administrative tasks are completed in a timely and efficient manner, including training schedules, diaries and any other work as required.
- 20. As part of the training team, work flexibly in order to ensure training is accessible to clients requiring training outside of the core hours of 8.30am - 5pm Monday - Friday.
- 21. Undertake training as required by Redcar and Cleveland Mind in Redcar and Cleveland or as agreed through supervision.
- 22. The above duties and responsibilities cannot totally encompass or define all tasks that may be required of the incumbent. The outline duties and responsibilities may therefore vary from time to time without materially changing their character and or level of responsibility.

Management:

Support, supervision and Annual Appraisal will be provided by the Chief Executive in line with Redcar and Cleveland Mind Policy and Procedure.

Working conditions:

Variable hours according to contract. Flexible to meet client needs, including some evening and weekend working. Overtime will not be paid, but approved time outside office hours should be taken as time off in lieu.

Signed:.....

Date:

.....

Date:

Manager

Redcar and Cleveland Mind

Training Coordinator

Note to candidates

All of the criteria marked 'S' will be used for shortlisting purposes.

You should describe how you feel you meet these criteria in the 'Person Specification' section of the application form, giving examples where possible. Only candidates who can clearly demonstrate how they meet these criteria will be offered an interview.

Candidates invited for interview will be asked to show evidence of qualifications.

Requirements	Essential/ Desirable
Education/ Qualifications/Training <ul style="list-style-type: none"> • Educated to A level standard (S) • Educated to degree level (S) • MHFA accredited trainer (S) • Relevant training qualification, e.g. City & Guilds Award in Education and Training (S) 	E D E D
Experience <ul style="list-style-type: none"> • Experience of delivering mental health training for a minimum of 2 years (S) • Experienced in writing and developing course materials (S) • Experience of autonomous working (S) • Project management including developing, planning and coordination (S) • Staff management and supervision (S) • Performance management against targets (S) • Identifying and making project/service improvements and developments (S) • Close partnership working with other organisations/services (S) • In line with Mind's Quality Mark we welcome applicants with personal "lived experience" of mental illness (S) 	E E E E D D E E D
Knowledge <ul style="list-style-type: none"> • In depth knowledge of common mental health problems, signs, symptoms and management (S) • Understanding of employment law, equality & discrimination policy and procedures, confidentiality and safeguarding (S) • Knowledge of the issues facing employees within the workplace which impact on mental health (S) • Comprehensive knowledge of risk factors in relation to suicide and self harm (S) • Up-to-date understanding of current mental health research and implications for workforce development (S) 	All essential
Skills <ul style="list-style-type: none"> • Team lead and project management skills 	All essential

<ul style="list-style-type: none"> ● Proven ability to manage a project through all stages including impact and evaluation methodologies ● Decision making and the ability to exercise effective judgement ● Planning, organisational and time-management skills ● Leadership skills including planning, coordination, influencing and relationship management ● Excellent communication and presentation skills, written and spoken (S written) ● Problem solving ● Experience of group facilitation ● Experience of planning and delivering training ● Networking skills and ability to establish positive working relationship across a range of organisations ● Ability and commitment to working in an inclusive, flexible, team-focussed way ● Ability to relate to a broad range of people at all levels ● Excellent admin and up-to-date IT skills ● Ability to manage own workload with minimum supervision, use own initiative & make appropriate decisions 	
<p>Attributes</p> <ul style="list-style-type: none"> ● An explicit commitment to the core values and aims of Redcar and Cleveland Mind ● Commitment to working within Mind’s policies ● Commitment to value of diversity, equality of opportunity and elimination of discrimination in all forms ● Awareness of professional boundaries at all times ● Ability to self-motivate ● Energy and enthusiasm ● Commitment to continuing professional development ● Ability and willingness to work flexible hours as required ● Ability to travel independently in order to deliver our training offer across the region 	All essential

Special Conditions

The successful candidate will be required to undergo an enhanced Disclosure & Barring Service check