



Recruitment Pack
Training Coordinator
February 2021

Thank you for your interest in working with Lancashire Mind

Who are we?

Our vision is Mental Wellbeing for All. Our work enables people in Lancashire to value and take care of their mental health. Our dedicated team challenge misconceptions about mental health, develop resilience in people from an early age and work with communities to build a happier Lancashire.

We are more than a mental health charity.

We're a passionate movement leading the wellbeing revolution in Lancashire.

We work in partnership with others to provide support, raise awareness and campaign locally to make mental wellbeing a priority. We believe that prevention is the solution, that everyone can achieve mental wellbeing and that resilience is the key to sustaining it.

With 50% of mental health conditions developing before the age of 14, building resilience from an early age is central to the work we do.

At any one time, 1 in 4 people in Lancashire are living with a mental health condition. The vast majority play an active role in society with a significant proportion in active employment. However, we continue to work to ensure everyone experiencing a mental health condition is treated as an equal by society.

We raise awareness of mental health and wellbeing and the ways in which we can all take steps to improve our wellbeing through our Community Development Services. We work with people to manage and improve their mental health through our Tenancy Management and

Wellbeing Coaching services, adopting a joined-up approach with other services.

We work with businesses across Lancashire to provide effective workforce training to improve resilience and mental wellbeing and to reduce the impact of stress and mental health conditions in the workplace.

Everyone who works for Lancashire Mind is fuelled by a passionate belief that achieving mental wellbeing will reduce the occurrences of mental health conditions. Using this passion, we are creating a happier Lancashire by sharing simple steps to improve wellbeing.

Together we can make Lancashire the beacon county for mental wellbeing and ensure everyone experiencing a mental health condition is treated as an equal member of society.

Training and Workplace Wellbeing

The Development Team are the engine of innovation within Lancashire Mind, comprising of the Community Development, Training & Workplace Wellbeing and Fundraising teams.

It is estimated that at least 1 in 6 workers at any time, experience stress, anxiety and/or depression. Poor mental health in the workplace can lead to economic loss, as well as the loss of expertise and skilled employees.

Lancashire Mind's Training & Workplace Wellbeing Team has a wealth of experience in providing mental health and wellbeing interventions to a wide range of organisations across Lancashire. Customers include small local organisations, public sector organisations and larger corporate businesses.

Tailored to meet the needs of participants, the team provide high quality services that aim to increase awareness, knowledge, and skills across workforces and within the wider community. Our training offer ranges from one-hour workshops on

topics such as stress, anxiety and depression, resilience, self-harm awareness, etc. to longer courses, including Mental Health First Aid.

Over the last 18 months we have become the leading provider of suicide prevention training in Lancashire, working with several partner organisations to deliver training across Lancashire & South Cumbria, including the in-demand Suicide First Aid course.

We have adapted courses for online delivery, via the Cisco Webex platform, and have continued to offer training opportunities throughout the covid-19 pandemic whilst face-to-face sessions have been put on hold.

Alongside training we offer interventions and tools to help businesses, no matter where they are on their mental health journey. From organisations just starting to look at how to support the mental health of employees, to ones that have an existing support offer but want to understand what further measures they can put in place.

One of these interventions is an annual workplace wellbeing conference that brings business leaders and managers together to listen to speakers, take part in round table discussions to share good practice and learn from each other, and visit a range of marketplace stalls of businesses offering wellbeing services.

The Training Team work closely with other teams at Lancashire Mind and deliver training as part of several projects, including Mentally Healthy Universities and Whole School Approach.

We are at a key point in development of our services, following recent success in receiving funding that will allow us to expand our business-to-business offer. The Business Health Matters partnership, led by Active Lancashire, is working to develop a range of workplace health focussed projects and services to benefit the health and wellbeing of businesses in Lancashire.

The role

The Training Coordinator will support our Training Lead to promote and roll out new services to businesses, alongside continued delivery of our existing training offer.

The Coordinator will work closely with our Admin Team who handle training enquiries and bookings, as well as with colleagues across the organisation to ensure everyone is aware of and can promote our workplace wellbeing services.

We are looking for someone who is passionate about improving mental health and wellbeing, who has experience of promoting and delivering mental health training.

The coordination and delivery of online and face-to-face training sessions will be your main responsibility. Working with colleagues you will plan courses and timetable delivery for groups varying in size and in a range of settings. You will also be responsible for the setting up of online courses so some experience of using video conferencing platforms is beneficial.

You will be experienced in presenting to large groups, be able to adapt your delivery to suit different audiences and invent relevant mental health scenarios to support understanding, as well as being confident to challenge stigmatising or unhelpful viewpoints.

Alongside your training delivery skills, you will have experience of promoting services and engaging potential customers. You will take a role in the planning and delivery of the annual workplace wellbeing conference.

The Training Coordinator will support the Training Lead to monitor and evaluate activities, gathering evidence, recording data and writing case studies for inclusion in reports and marketing materials.

This is an excellent opportunity for an enthusiastic individual who is interested in working directly with the local business community to encourage and support the improvement of mental health for people in workplaces across Lancashire.

What people enjoy about working with Lancashire Mind

- Challenging, varied, flexible and innovative work
 - A shared passion for mental health and wellbeing across the organisation
 - Rewarding work - making a difference, seeing progression, a sense of achievement
 - Feeling valued, listened to and supported by colleagues
 - Working with people, the community, and a wide range of organisations
 - Responsibility, trust, openness and autonomy
 - Opportunities to learn
 - Meeting new people and being part of a passionate team
 - Feeling part of something revolutionary
 - Opportunity to work flexibly and achieve a good work/life balance
 - Having the opportunity to shadow colleagues and learn about each area of the organisation's work
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Employee benefits

- A 35-hour working week (full-time hours), with flexible start and finish times
 - The annual holiday entitlement for full-time members of staff is 25 days, plus 8 bank holidays, with the potential for the days between Christmas and New Year to be gifted to staff based on organisation performance (pro rata for part-time staff)
 - Lancashire Mind offer the opportunity for staff to save for their retirement by providing a workplace pension scheme
 - Staff are eligible for a company sick pay scheme after completion of a six-month probation
 - Emergency time off - we appreciate that there can be difficult times for you and your family; the organisation offers up to five days paid leave (pro rata for part-time staff)
 - All members of staff receive regular supervision, giving you protected time to reflect on and plan the work you do
 - Lancashire Mind is committed to providing learning and development opportunities
 - Workplace wellbeing scheme - provided by staff champions who provide wellbeing chats, organise wellbeing activities and plan social events to support people to maintain and improve their wellbeing
 - We strive to be a green organisation and take practical steps to reduce our ecological footprint
 - We reimburse the cost of standard eye tests and annual flu jabs
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Job description

Job title: Training Coordinator

Hours: Full-time (35 hours per week)

Contract: 12 months initially with the potential for extension for at least another two years

Salary: NJC points 14 (£23,080) to 19 (£25,481)

Responsible to: Training Lead

Location: Working from home initially due to covid-19 restrictions, usually based in Chorley with travel across Lancashire

Overview

Under the direction of the Training Lead, and in liaison with colleagues and customers, the Training Coordinator will plan, promote and deliver training to a wide range of audiences across Lancashire, to raise awareness and increase understanding of mental health and wellbeing. Training courses will be both online and face-to-face, from short one-hour seminars to courses that run over a series of sessions.

There is a significant element of lone working to this role, with travel to all areas of Lancashire so the successful candidate needs to be comfortable with this structure.

Main duties and responsibilities

- Coordinate training activities, in liaison with Lancashire Mind colleagues
- Plan and deliver workshops and training courses on a range of mental health and wellbeing topics
- Evaluate training delivery to ensure a consistent and quality experience for customers and participants
- Build and maintain relationships with a range of stakeholders across Lancashire, including customers, other training providers and commissioners
- Work with the Training Lead to test, learn from and adapt training activities to be delivered in a range of settings
- Support the Training Lead to attract new business by identifying potential opportunities
- Work with colleagues to promote the training service and raise awareness of the importance of prioritising mental health and wellbeing in the workplace, including development of marketing materials
- Capture and analyse quantitative and qualitative data, including feedback from customers and training participants to feed into monitoring reports and programme evaluation, in line with funder requirements and Lancashire Mind impact measurement
- Liaise with external evaluators and accreditation bodies
- Assist in the planning and delivery of Lancashire Mind's annual workplace wellbeing conference
- Attend internal and external meetings and training, as and when necessary
- Undertake flexible working hours, including occasional weekend and evening work and travel across Lancashire
- Understand and implement Lancashire Mind's policies and procedures
- Undertake other duties as and when deemed necessary by a Lead or Senior Manager

Please note: Lancashire Mind follows Safer Recruitment practices and have a commitment to safeguarding people who use our services. Therefore, this post is subject to an enhanced Disclosure and Barring Service (DBS) check. If invited to interview, we will ask you to provide evidence of your qualifications and right to work.

Person specification

We only consider inviting to interview people who show that they possess the following qualifications, skills, experiences and personal attributes. When you fill in your application form, use examples from your professional and personal life to illustrate how you fulfil all the criteria to be assessed at application stage.

	Criteria	Assessed at application (A) or interview (I)
Qualifications	1. Qualified to degree level in a related area of study or equivalent, relevant experience	A
	2. A relevant training qualification, e.g. PTLLS, MHFA, ASIST, etc. or teaching experience is desirable but not essential	A
Knowledge and experience	1. Experience of planning, marketing and delivering training courses	A and I
	2. Knowledge and understanding of mental health and wellbeing	A
	3. Experience of presenting to a variety of audiences and group sizes	I
	4. Experience of setting up and delivering online sessions	A
	5. Experience of handling disclosures and following safeguarding procedures, including signposting people for support	I
Skills, abilities and competencies	1. Able to communicate effectively both verbally and in writing, through a variety of methods, including social media	A and I
	2. Able to handle multiple tasks in a fast-paced environment, set priorities and remain calm under pressure	A
	3. Able to adapt to changing or unexpected circumstances	I
	4. Able to understand, display and maintain professional boundaries	A and I
	5. Excellent office IT skills (Microsoft Office 365, including Excel), with the ability to use video conferencing platforms and learn new software packages	Test at interview
Personal attributes	1. Resilient and committed to promoting mental wellbeing for all	A
	2. A demonstrable personal commitment to equal opportunities	I
	3. Positive, enthusiastic and friendly attitude	I

Lancashire Mind is an equal opportunities employer and welcomes applications from all sections of the community, particularly candidates with a lived experience of mental health conditions who fulfil all the criteria within the person specification.

To apply

If you would like to discuss the job before applying, contact Helen Fairweather, Head of Development – helenfairweather@lancashiremind.org.uk

Applications must be submitted using a Lancashire Mind job application form, which can be downloaded from our website www.lancashiremind.org.uk/recruitment or requested by emailing admin@lancashiremind.org.uk

The deadline for applications is 12 noon on 3rd March 2021

Email your completed application form to admin@lancashiremind.org.uk. Please do not convert your form to a PDF, otherwise it will not be possible for us to remove the identifying information before sending your application to the recruitment panel.

Late applications will not be accepted. Those who do not adequately demonstrate how they fulfil the criteria required at application stage, will not be considered for shortlisting.

Interviews for this post are scheduled to take place week commencing 8th March 2021. Successful candidates will be notified no later than 5th March. Due to the continuing need to safeguard staff and members of the public, interviews will take place remotely, using Microsoft Teams.

If you have not heard from us by two weeks after the deadline, please assume that you have not been shortlisted on this occasion. The organisation regrets that it cannot provide feedback to unsuccessful applicants at the shortlisting stage.

If you have any questions about the application process or require support with the process, please contact our Operations Team on 01257 231660.

Lancashire Mind

80-82 Devonshire Road
Chorley
Lancashire
PR7 2DR

01257 231660
admin@lancashiremind.org.uk
www.lancashiremind.org.uk

Registered Charity Number 1081427
Registered Company Number 3888655