



Recruitment Pack  
Training Quality Coordinator  
April 2019

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.



## The service

This is a key point in the development of our training service as we build on our current workplace wellbeing service to support new communities and user groups with mental health programmes.

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 has a wealth of experience in providing mental health and wellbeing training 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 training service provides high quality training that aims to increase awareness, knowledge and skills across workforces and within the wider community. Our training is delivered as one-hour workshops, half-day and full-day courses. Topics include managing mental health, mental health awareness and wellbeing, suicide prevention, anxiety and depression, stress, etc.

## The role

As well as supporting Lancashire Mind's existing training offer, the Training Quality Coordinator will have significant involvement in the recently commissioned suicide prevention training offer. This is one element of the Lancashire and South Cumbria Integrated Care System (ICS) suicide prevention and reduction scheme. Lancashire Mind are leading a partnership of organisations to deliver suicide prevention interventions, including a range of training courses across the ICS footprint.

The Coordinator will deliver Lancashire Mind training courses, as well as monitoring quality of delivery across the partnership.

Working with colleagues in the Training Team, you will organise, plan and deliver activities, including delivery of training to groups varying in size and in a range of settings.

You will work with the Training Lead to plan and carry out monitoring activities, this will include observing the delivery of other Lancashire Mind trainers, as well as those from our delivery partners.

We seek someone who has experience of delivering mental health training, who is confident presenting to large groups and who is comfortable talking about their own mental health in the context of the training.

Alongside your training skills, you will have experience of monitoring and evaluating training delivery with the ability to provide constructive feedback to trainers, as well as gathering evidence to feed into impact measurement and reporting.

## What people enjoy about working with Lancashire Mind

- Challenging, varied, flexible and innovative work
- Shared passion for mental health and wellbeing
- Rewarding work - making a difference, seeing progression, a sense of achievement
- Feeling valued, listened to and supported by colleagues
- Working with people, the community, a wide range of organisations and meeting new people
- Responsibility, trust, openness and autonomy
- Opportunities to learn
- Feeling part of something revolutionary

## Employee benefits

- A 35-hour working week with flexible start and finish times.
- The annual holiday entitlement for full-time members of staff is 25 days (plus 8 bank holidays).
- 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 probation.
- Emergency time off - we appreciate that there can be difficult times for you and your family and the organisation offers additional paid leave to support you during these times.
- All members of staff receive monthly supervision, giving you protected time each month 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 organise wellbeing activities and social events to support the organisation's commitment to workplace 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 for all staff.

# Job description

**Job title:** Training Quality Coordinator

**Hours:** full-time, 35 hours per week (12 months fixed-term contract)

**Salary:** NJC point 14 (£22,452) to 19 (£24,799)

**Responsible to:** Training Lead

**Location:** based in Chorley with extensive travel across Lancashire & South Cumbria

## Overview

Under the direction of the Training Lead, and in liaison with colleagues and project partners, the Training Quality Coordinator will plan and deliver a range of workshops and training courses to a variety of audiences, including workplaces and community settings. As well as training delivery, the Coordinator will be responsible for coordinating impact and evaluation measures across the organisation's training offer to ensure Lancashire Mind is providing an effective, consistent and quality service.

## 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
- Monitor 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
- Bring together delivery partners to share good practice and jointly evaluate delivery to celebrate achievements and identify areas requiring improvement
- 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 and use of social media
- 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, where necessary
- Undertake flexible working hours, including occasional weekends and evenings
- Travel across Lancashire & South Cumbria
- Abide by Lancashire Mind's policies and procedures
- Undertake other duties as and when deemed necessary by the Training Lead and/or Head of Development

**Please note:** this post is subject to an enhanced DBS check

## 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 required at application stage.

	<b>Criteria</b>	<b>Assessed at application (A) or interview (I)</b>
Qualifications	Qualified to degree level or equivalent relevant experience	A
	A training qualification, e.g. PTLLS is desirable but not essential	A
Knowledge and experience	Experience of planning, coordinating and marketing training courses	A and I
	Experience of delivering training to a variety of audiences	I
	Experience of monitoring and evaluating training delivery	A and I
	Experience of engaging and working with a diverse range of stakeholders	I
	Knowledge of mental health and wellbeing	A
	Knowledge of quality assurance	A
Skills, abilities and competencies	Ability to communicate effectively with a wide range of people and through a variety of methods, including social media	I
	Ability to build and maintain successful relationships and partnerships with other organisations	A and I
	Excellent office IT skills (Microsoft Office 365, including Excel) and the ability to learn new software packages	Test at interview
	Able to understand and maintain professional boundaries	A and I
	Excellent numeracy, literacy and report writing skills	A
	Able to work flexible hours, including evenings and weekends and travel across Lancashire as required	A
Personal attributes	Committed to promoting positive mental health	A and I
	A demonstrable personal commitment to equal opportunities	I
	Positive, enthusiastic and friendly attitude	I

# To apply

Applications must be submitted using a Lancashire Mind job application form. To request an application form email [admin@lancashiremind.org.uk](mailto:admin@lancashiremind.org.uk). We do not, under any circumstances, accept CV's.

The deadline for applications is **Monday 13<sup>th</sup> May at 10am**. Completed application forms should be emailed to [admin@lancashiremind.org.uk](mailto:admin@lancashiremind.org.uk)

Late applications will not be accepted. Those who do not adequately illustrate how they fulfil the person specification will not be considered for short-listing.

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.

Interviews for this post are scheduled to take place on **Wednesday 22<sup>nd</sup> May**. Please reserve this date in your diary.

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 short-listing stage.

For more information about the post please contact Helen Fairweather, Head of Development on 01257 231660 or [helenfairweather@lancashiremind.org.uk](mailto:helenfairweather@lancashiremind.org.uk)

## Lancashire Mind

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