

Role Description

Role Title:	Freelance Trainer
Hours:	Flexible according to business requirements (mostly full day training)
Responsible to:	Education and Development - Training Services Manager
Based in:	Greater Manchester Region
Rate of pay:	Day rate £200 - £300 (dependent on expertise) Inclusive of expenses

Main Duties and Responsibilities

Become an integral part of Mind in Greater Manchester Training delivering innovative training courses and workshops in workplace wellbeing and mental health.

Due to significant demand for our services, we are currently seeking experienced trainers to join our team of professionals who can work on our behalf to deliver our varied training portfolio. We are looking for trainers who can represent Mind credibly and meet the growing expectations of professionals at all levels, from frontline staff to senior leaders.

By joining us, you will enable individuals and organisations to increase their mental health awareness and improve the wellbeing of themselves and other. You will work with employers from diverse sectors to tackle mental ill-health at work. You will work towards reducing stigma and discrimination. You will make a difference.

At Mind we are looking to recruit professional and experienced trainers with a wide range of knowledge, sector experience, and creative and engaging facilitation skills. You must have a passion for training and be committed to excellence.

The main duties of the role centre on the competent delivery of our training portfolio to expected standards and in line with our values. There may also be opportunities to develop additional training as we further expand our training offer.

It would be advantageous to be certified to deliver: Mental Health First Aid, Connect 5 or ASIST/STORM (or similar suicide prevention training). The higher day rate may be offered for delivery of these courses and expert training.

This role incorporates all aspects of delivering training on a freelance basis including:

- preparation to deliver training in line with client audience/sector/facilities;
- exemplary delivery of training courses;
- effective safeguarding of participants during delivery;
- maintaining excellent working relationships with the training team;
- proactively refining and improving our training portfolio;
- general course administration e.g. evaluation forms;
- networking, learner recruitment, social media engagement and marketing;

Courses are delivered through our Training Academy; predominantly based in Tameside, Oldham and Greater Manchester.

You will become part of a dynamic and thriving training team, reporting to the Training Services Manager.

Mission Statement and Values

Our mission is to be an organisation of excellence with an ever-changing and diverse range of activities and services that promote psychological and physical well-being, stimulate recovery and lead to social inclusion within mainstream society.

Our values are:

Relationships:	We listen and ask questions to understand others and to build trust. People matter to us both inside and outside our organisation
Potential:	We encourage personal responsibility for development by discovering and realising the abilities and energies of people.
Aspiration:	We support one another, clients and communities to achieve better mental health.
Learning:	We seek insight and grow from experience finding new or better ways to contribute to the field of mental health.

Duties Relating to the Post

- deliver workplace wellbeing and mental health training:
 - be equipped, skilled and prepared to deliver the training
 - be able to independently travel to client premises in a timely fashion
 - facilitate high quality training
 - safeguard participants and own welfare during training
 - efficiently complete administrative tasks including registers and evaluation forms, etc.
- To liaise with the training team and management, particularly regarding client feedback, opportunities and further training requirements.
- From time-to-time, assist with course design and lesson plans.
- You will be required to sign a freelance trainer agreement.

General

- build and maintain positive relationships internally through the organisation and externally with all stakeholders.
- offer evening and/or weekend cover of service, on an occasional basis.
- promote the concepts of well-being, early intervention and community engagement, ensuring that these underpin the direction of the organisation's activities.
- ensure duties are carried out within the freelance trainer agreement and the policies and procedures of the organisation.
- ensure that any near misses, incidents and disputes are dealt with promptly, fairly and recorded. For any serious or on-going cases, ensure the matter is brought to the attention of management, directors or the executive committee.

Person Specification

E = Essential, D = Desirable

Knowledge

1. Demonstrable knowledge of mental health and wellbeing in the workplace and/or knowledge and experience of developing and designing (E):
 - training courses
 - lesson plans
 - trainer manuals
 - delivering a range of learning activities (workshops, Q&A sessions, scenarios, presentations, focus groups etc)
 - evaluating training and workplace wellbeing activities
 - workplace wellbeing activities
 - Effective training evaluation
2. You are likely to have one or more of the following (D):
 - certificates/qualifications, and CPD in relevant areas (mental health, workplace wellbeing, and training):
 - PTLLS (Levels 3 or 4)
 - DTLLS
 - City & Guilds - Delivering Training and/or Learning and Development
 - Award in Education & Training
 - HE Qualifications
 - Mental health related qualifications
 - Learning and development qualifications
 - PGCE or other teaching qualifications
 - Level 3 or above qualification in assessment and quality assurance

Any other relevant degree level qualification relating to training / teaching or within the field of mental health.

3. Psychologically well-informed knowledge base (E).

Experience

1. 2 years' relevant experience of delivering mental health training or fulfilling consultancy roles (E).
2. Experience of delivering training to a wide range of audiences such as, leaders/directors, managers/employers, frontline staff, volunteers, students, people with personal experience of mental health problems, carers (E).
3. Experience of working in a range of sectors (E).
4. Proven track record in delivering great customer service and facilitating high client satisfaction (E).
5. Experience of contributing to or supporting workplace wellbeing initiatives through consultancy, wellbeing surveys, focus groups, policy review and development, or wellbeing events (D).
6. Experience of working within or on behalf of mental health-related sectors or industries, such as, charities or private wellbeing programmes (D).

Skills

1. Excellent presentation and facilitation skills (E).
2. Experience of supporting and contributing to report writing, monitoring and evaluation (E).
3. Ability to communicate effectively with staff, clients and external agencies or partners (E).
4. Excellent communication and interpersonal skills in a broad range of areas, including but not limited to: listening, reflecting, empathy, awareness, sensitivity, confidentiality, effective sign-posting, positive and encouraging approach, respecting difference, conflict resolution, problem solving, demonstrable passion for mental health, ability to influence, engage, persuade and negotiate, ability to challenge constructively, and effective safeguarding of individuals and groups (E).
5. Ability to build strong working relationships with partners (E).
6. Ability to prioritise own workload to meet deadlines (E).
7. Ability to manage professional boundaries (E).
8. Proficient IT skills (E).
9. Effective verbal and written communication (E).
10. Ability to work independently and as part of a team (E).
11. Ability to work pro-actively, independently and autonomously (E).
12. Ability to respond to problems and implement solutions (E).
13. Ability to manage and respond to change and uncertainty (E).
14. Ability to travel across Greater Manchester (E).
15. Ability to undertake any other reasonable tasks requested (E).

Additional requirements dependent on the role

1. Ability to manage own personal wellbeing when dealing with emotional issues, risk and safeguarding (E)

Attitudes and values

1. A commitment to providing effective and engaging high-quality training (E).
2. A desire to develop training services and take on new challenges (E).
3. A willingness to develop and maintain positive working relationships (E).
4. A willingness to embrace change and the unknown (E).
5. Emotional resilience and ability to manage own wellbeing (E).
6. A commitment to building an ongoing relationship with the organisation (E).
7. A desire to work independently and proactively (E).

