

SANE Job Description



- Job Title:** SANEline Training Officer
- Type of Post:** Initial one-year contract, subject to six months' probationary period
- Salary:** £ 16,200 pro rata, 22.5 hours (FTE £27,000 per annum)
- Hours:** 3 days per week including mainly evening and weekend work
- Location:** SANE, St. Mark's Studios, 14 Chillingworth Road, Islington, London, N7 8QJ
- Reports to:** Training and Volunteer Manager

SANE is a UK-wide mental health charity working to improve the quality of life of anyone affected by mental illness. It aims to raise awareness and understanding of all mental health conditions; fight to improve frontline mental health services for individuals and carers; provide support, information and guidance through SANEline, Call Back service, email and text support; and promote and host research into causes, treatments and therapies through its Prince of Wales International Centre for SANE research.

SANE would love to hear from anyone with experience and enthusiasm for training and working in mental health. The Training Officer role is pivotal in the recruitment and training of all our volunteers who go on to support people affected by mental illness on our helpline or text services.

Closing date: Midday on Wednesday 19th June 2024

To apply: Please completed your application before the closing date, addressing all areas of the person specification and tell us why you want to work for SANE. Applications without a supporting statement will not be considered.

Job Description

1. Be part of the training delivery team to select and train new volunteers for our out of hours mental health specialist helpline.
2. Supporting with all volunteer inboxes and communications.
3. Update and develop training materials as required.
4. Working with the Training and Volunteer Manager to ensure growth of volunteer numbers in line with agreed targets.
5. Be part of the recruitment, development, and support phase for new volunteers
6. Share information with your team both verbally and in writing to ensure effective handover to colleagues.

7. Working as part of a team to build understanding and use your knowledge to provide training to volunteers that ensures we deliver a high-quality service to our callers.
8. Recording work in accordance with SANE's organisational systems.
9. Always work within SANE's values and policies & procedural guidelines.
10. Keeping abreast of and work in accordance with relevant legislation and regulatory standards.
11. Complete training related risk-assessments.
12. Ensure all work is in line with the Equality Act.
13. Ensure that any issues or concerns are discussed with a line manager.
14. Attending supervisions and appraisals and contribute to team meetings.
15. Have a commitment to personal, volunteer and team development and your own well-being.
16. Be self-sufficient in terms of IT and oversee any health and safety matters which may arise whilst delivering training.
17. Undertaking any other duties commensurate with this role.

Person Specification

Experience

1. Experience of working with people with mental health conditions/mental illnesses and families and carers
2. Experience of delivering training to a diverse group
3. Experience of developing and/or updating training materials

Knowledge and Qualifications

4. Good general knowledge of the mental health system, access, treatment and common relevant legislation; and available support structures for people with mental illnesses and carers

Personal Qualities

5. The ability and energy to create a fun, engaging training environment despite difficult content
6. Be able to support the needs of trainee volunteers who may be impacted by the material
7. Awareness of group dynamics, and ability to adapt to the needs of the group
8. Ability to sell SANE, and create volunteers who are enthusiastic about our work
9. Creative approach to training delivery
10. A work ethos underpinned by a commitment to equality and diversity
11. An understanding of and ability to work within appropriate professional boundaries

Skills

12. Excellent interpersonal and communication skills – both verbally and in writing
13. Committed to and able to adhere to organisational policies and procedures, especially with regard to safeguarding and confidentiality
14. Able to work independently, flexibly and also as part of a team
15. Good self-awareness
16. Excellent organisational and planning skills
17. Proficient in IT packages including Powerpoint, Publisher, Word, Excel and Outlook, and the ability to learn new packages when required