

Training Assistant

Job Pack April 2023

MindOut LGBTQ Mental Health Service



If you would like this information in another format, e.g. large print, colour changes or in audio format please let us know recruitment@mindout.org.uk

Who we are

MindOut is run **by and for LGBTQ people** with experience of mental health issues. Our services are **impartial, independent, non-judgmental** and **confidential**. Service user participation is key in all aspects of planning, delivery and governance of the organisation and its services.

Our Vision is a world where the mental health of LGBTQ communities is a priority, **free from stigma, respected** and **recognised**.

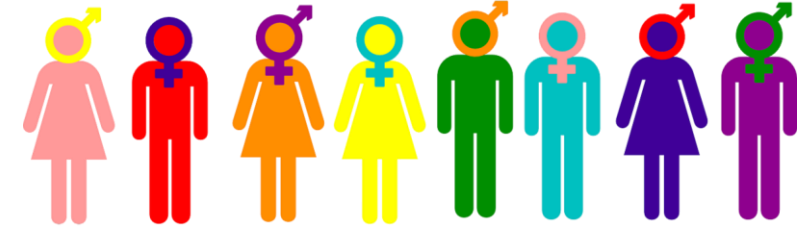


Our Mission is to **improve the wellbeing of LGBTQ people** who experience mental health issues, reduce mental health stigma, and **promote positive mental health** amongst LGBTQ communities.

Our aims are to:

- **improve mental wellbeing** for LGBTQ people
- **reduce social isolation** in LGBTQ communities
- **reduce suicidal distress** in LGBTQ communities
- **reduce stigma** associated with mental health
- **improve mental health services** for LGBTQ people

Our values & principles



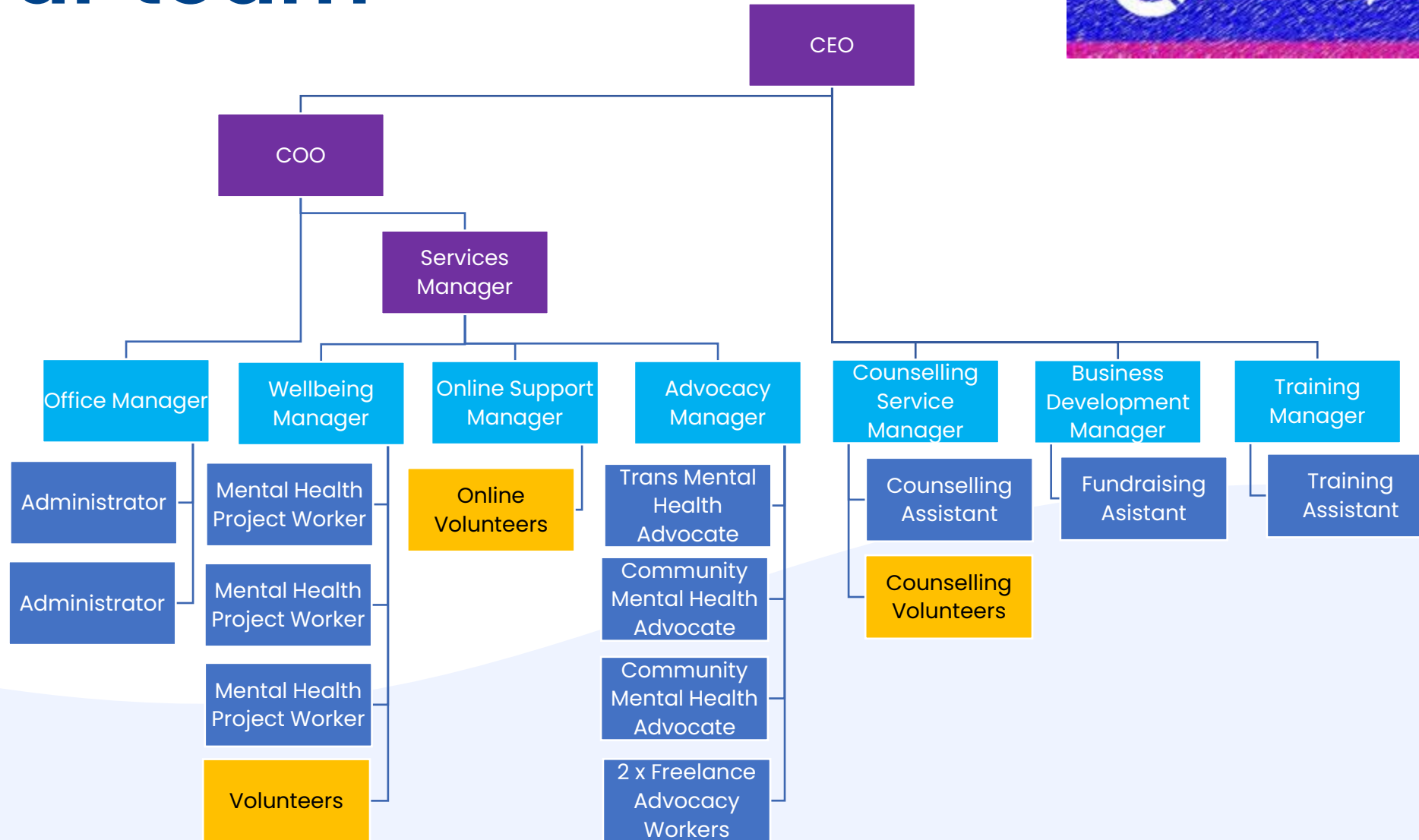
- MindOut is run **by and for LGBTQ people** with **lived experience** of mental health issues
- Wellbeing includes **all aspects of mental, physical and emotional health**, across the whole range of mental health issues
- LGBTQ mental health is a **collective concern** for LGBTQ communities
- We work to **promote equality and the diversity of our communities** and the principle of accessible and safe spaces
- Our work is **co-produced by service users, volunteers** and **staff**; this applies to research, development, design, promotion and delivery
- **Service users are engaged at all levels** of the organisation and supported to volunteer, apply for paid work and become Trustees
- We work to **continuously improve** all we do
- We **invest in our workforce**

Our support services

- Advice and information
- Trans specific services
- Mental health advocacy, including community and health & social care related advocacy
- Peer support group work
- Peer mentoring and befriending
- A low cost counselling service
- Online support
- Wellbeing courses and workshops
- Suicide prevention initiatives, including Out of the Blue peer support group
- Social groups and outings
- LGBTQ affirmative practice training and trans awareness training



Our team



Staff benefits

- Friendly **LGBTQ affirmative** working environment
- Central **Brighton** location
- **29 days** annual leave (pro rata)
- Your **birthday** off!
- Access to **pension scheme**
- **Employee Assistance Programme** – access to free counselling and advice
- Comprehensive **training package**
- External **reflective practice** for all front line staff
- **PoC & TNBI specific** external supervision



Role Overview & Responsibilities



Role overview

MindOut is looking for a Training Assistant to support the Training Programme Manager to **manage** and **develop a programme** of **LGBTQ awareness and mental health related topics**.

MindOut is passionate about **helping organisations** and **professionals** to become **more confident in supporting LGBTQ people**, whether they are clients, customers, service users or staff.

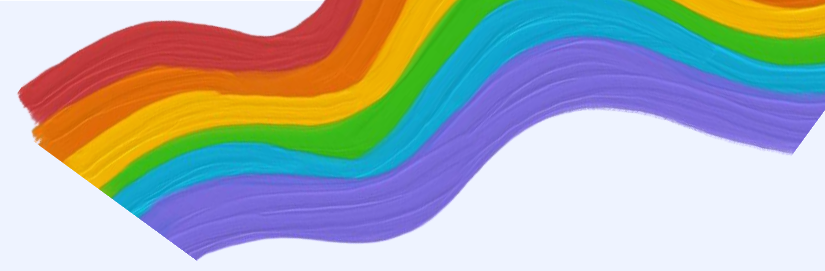
MindOut's **supportive learning environment** encourages participants to reflect on and improve their professional and personal practices with regard to LGBTQ inclusion. A focus on **affirmative practice** is at the heart of all of our training; affirmative practice embraces a **positive view of (LGBTQ) identities** and relationships and proactively addresses the negative influences on mental health that homophobia, transphobia, and heterosexism have on the lives of LGBTQ people.

Thank you for your interest in this **vital role at MindOut** – we hope you feel this is a good match with your skills and experience.

Job title:	Training Assistant
Reporting into:	Training Programme Manager
Hours:	28hrs (at least 4 days)
Contract:	Permanent
Salary:	£23,690 (pro-rata)
Location:	Hybrid working (Brighton office & home)
Annual leave:	29 days (+ birthday & bank hols)



Role responsibilities



Main tasks:

- Responsible for Training Programme **administrative tasks**
- Develop and maintain **efficient office systems**
- Respond to **new inquiries** and schedule sales calls for the Training Programme Manager
- Prepare **sales meeting** conversation **templates**
- Set up monthly **Eventbrite training pages** and manage **Zoom accounts** (15 monthly events)
- Monitor **training page on website** for updates and changes
- **Send out resources** for upcoming events
- **Supply** trainers with training **materials and attendee lists**
- Email attendees with **resources, evaluation link, signposting**, etc.
- Monitor ongoing **evaluation reports**
- Liaise with the Finance Officer to generate customer invoices and monitor outstanding unpaid invoices
- Track expected income **via 'Donorfy'** software
- Create visual/video **social media content**, working with the Social Media Officer to **schedule via Hootsuite**
- **Update** training programme **tracking systems**
- Work with the management team to **organise staff** and **volunteer training**

General :

- **Attend as appropriate** meetings with the CEO, staff team
- Prepare **regular reports as required** by the CEO, MindOut committees or project funders
- Carry out **other such tasks** as appropriate which may be reasonably expected
- Carry out all responsibilities with regard to MindOut's **Equality, Diversity and Anti-discrimination Policy** and all other policies
- To participate in relevant **training** and **self-development**



This job description will be reviewed periodically with the post holder to take account of changing demands

Person Specification



Experience:

- **Personal understanding** and experience of lesbian, gay, bisexual, trans & queer communities
- Experience and **understanding** of **mental health issues** (personal experience will be viewed positively)
- **Administrative** experience
- Use of **data monitoring systems** (desirable)

Behaviours & Knowledge:

- Interested in training, development and continued improvement
- Understanding and **commitment** to **MindOut's aims, values and objectives**
- Cares about **equality, diversity, inclusion** and good customer service
- Understanding of and **demonstrable commitment** to **equal opportunities** and understanding of diversity **within LGBTQ communities**

Skills:

- Ability to **prioritise** and **organise** own work and can use **own initiative**
- Good **attention to detail**
- Good literacy and numeracy skills, written and oral communication is **concise and accurate**
- Strong communication and **interpersonal skills** and the ability to **develop** and **maintain relationships** with a wide range of colleagues and organisations
- Excellent **organisational skills**, including IT, in order to manage complex client data
- Ability to use a comprehensive range of **IT software** (Microsoft Office365 suite etc.) and experience of **using databases**



How to apply

Closing date for applications: **9am on Wednesday 3rd May**
Notify successful applicants: **Friday 4th May**
Interviews: **w/c Monday 8th May**
Role commences: **ASAP**

To apply for this role please follow the link on our career page: [Jobs & Volunteering – MindOut LGBTQ Mental Health Service](#) which takes you to our external recruitment site, where you will be asked to:

- provide a statement outlining how you meet the bullet points of the person specification
- upload a CV (max 3 pages)

Please note: Only successful applicants invited to interview will be contacted. Please assume therefore that if you have not heard from us by Monday 8th May, you have not been successful for interview.

We actively **encourage applicants** from **diverse backgrounds** especially from **ethnically diverse, LGBTQ+** and **disabled** communities as well as those with **lived experiences** of tackling inequalities, as we believe **diverse voices** are **instrumental** in creating **transformational change**.

