**Associate Trainer – Freelance**

**Our Charity:**

The Mix is an exciting new Charity that has had huge success with campaigns, media and events over the last 12 months. We are one of the eight charities forming the Duke and Duchess of Cambridge and Prince Harry’s Heads Together campaign to end stigma around mental health and will continue to work with them on raising awareness and providing vital help for people with mental health challenges.

The Mix is a free, confidential information and support service for under 25s, making a massive difference to over 2 million young people’s lives in the UK each year.

Whatever issue a young person is facing, The Mix is always there for them - online, over the phone or via social media. It connects young people to experts and their peers to talk about everything from money to mental health, from homelessness to jobs, from break-ups to drugs.

Today’s young people face an unprecedented range of challenges. They are possibly the first generation worse off in physical and emotional terms than their parents. The Mix’s mission is to ensure that every young person can make informed choices about their wellbeing – wherever and whenever they are: www.themix.org.uk

With a fantastic team who are passionate about supporting young people, The Mix is an excellent environment to work in.

**Main purpose**

To support the delivery of volunteer training with a particular focus on helpline volunteering

**Deliverables**

* Support the delivery of helpline volunteer training sessions
* Provide feedback to potential volunteers on progress

# Reporting to:

* Advice and Training Manager

**Location:**

* The Charity’s service hub, currently in Glentworth Street, London, NW1
* The Charity’s new helpline hub in Nottingham City Centre.

**Main tasks**

* Deliver The Mix training programmes both face-to-face and online to potential helpline volunteers
* Provide effective support and feedback to potential volunteers to improve their confidence
* Create a welcoming atmosphere
* Provide updates to the training team on progress
* Mark assessments and training exercises giving appropriate and constructive feedback

**Person Specification**

Essential

* Experience of delivering face to face training with adults or young people
* Ability to deliver constructive and effective feedback in an assertive but sensitive manner
* Good attention to detail, time management and good organisational and administration skills
* Strong interest in the issues that affect young people
* Self-starter with the ability to work on own initiative and as an active team member
* Ability to develop trust with others and understand what motivates them
* Excellent written and oral communication skills

Desirable

* Experience of delivering training in e-classrooms and using e-classroom software
* Experience of working on a helpline

# Terms and Conditions

**Salary:** £15 per hour plus reimbursement for travel outside of home city (London or Nottingham)

**Hours:** This post will vary, however standard training hours are weekday evenings 7-10pm and Saturdays 10.30-4.30pm. Average around 28 hours a month.