



## Training Officer

### Job pack

Thank you for your interest in working with The Mix. This job pack should give you everything you need to know to apply for this role and what it means to work with The Mix.

In this pack you'll find:

- Our Vision, Mission and Values
- The role profile and person specification
- How to apply for the role
- Our approach to equality and diversity and the Equality and diversity monitoring form
- Contact details form

If you want to chat about the role or need further information, you can contact by emailing [volunteering@themix.org.uk](mailto:volunteering@themix.org.uk)



## About The Mix

The Mix is a free, confidential support service for under 25s - making a massive difference to over 6.4 million young people 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](http://www.themix.org.uk)

## Vision, Mission and Values

**What we do:** The Mix is here to take on the embarrassing problems, weird questions, and please-don't-make-me-say-it-out-loud thoughts that people under 25 have in order to give them the best support through our digital and phone services.

**Vision:** To be the first point of contact for under 25s. We know that with the right skills and opportunities, you can take on anything that life throws your way.

**Mission:** To empower everyone under 25 in the UK with the knowledge, skills and confidence to make the right first steps in life. Life is hard, but support doesn't have to be.

### Values:

- **Empowering** - we lead, we train & support, we respect, we give space to grow, we give power to chose
- **Brave** - we innovate, we pioneer, we take risks, we tell it how it is
- **Supportive** - we listen, we encourage, we care, we're understanding, we are empathetic
- **Collaborative** - we are open & transparent, we co-create, we respect experience and expertise
- **Proactive** - we create situations, we make things happen, we get things done
- **Non-judgemental** - we do not judge, we do not criticise, we do not blame

## Job Description

**Job title:** Training Officer

**Reporting to:** Volunteer and Training Manager

**Responsible for:** Training helpline volunteers

**Overall Purpose of the job:** To lead in the delivery and facilitation of all the helpline training courses for new helpline volunteers.

The Training Officer will have overall responsibility for the delivery of helpline training sessions, this includes: running and delivering an on-line 6-week training course, teaching trainees The Mix's shape of contact, reviewing their role plays and performance, and providing them with feedback on progress.

- Confidently leading and co-facilitating full training courses with other trainers and independently running training sessions
- Communicating and teaching trainees:
  - Active listening techniques
  - Emotional support and exploration
  - Risk assessments, confidentiality and child protection policies
  - About signposting and related resources
  - The Mix's policies and procedures and the reasons behind them
- Demonstrating Salesforce, along with other programs, to Helpline trainees and supporting with troubleshooting any tech issues
- Identifying trainee needs and providing targeted support
- Communicating the support needs and performance of trainees with the wider Volunteer and Training team
- Reviewing trainee performance and providing individual feedback on their role play's
- Being able to review, assess and provide evidence for trainees reaching the 'pass mark' for Helpline Volunteering with the Mix
- Ensuring that, by the end of the training course, volunteers are up to date with best practice responses and feel confident managing contacts on the helpline
- Debriefing with volunteers, particularly around sensitive topics or conversations
- Using Microsoft Teams to facilitate the session making use of features such as break out rooms and external features such as Menti meter and Jam boards
- To run catch up sessions with trainees who are unable to attend a training on a Tuesday or a Wednesday
- To schedule catch ups with new volunteers who are halfway through their inductions, to check in on progress

## Person Specification

### Person Specification:

#### Essential

- Experience of delivering training, specifically remote training via an online platform
- Ability to lead, facilitate and deliver a training session sticking to specific guidelines
- Ability to review progress, give constructive feedback and discuss strategies for development
- Availability for weekday evening work between 7:00pm – 10:00pm, as well as time for planning meetings and catch ups
- Good attention to detail, time management and good organisational 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 to co-facilitate sessions
- Excellent written and oral communication skills
- Understanding of safeguarding, confidentiality and safe working practices
- Experience of providing direction and guidance, including around sensitive topics
- Ability to work calmly and with patience under pressure
- Computer literate with good typing skills and ability to learn how to use new programs and databases.
- Ability to maintain effective boundaries whilst delivering a training course discussing difficult topics and situations
- Experience of volunteering on The Mix helpline services

#### Desirable

- Experience of using Salesforce
- Experience of creating training resources and E-learning content

## Terms and Conditions

Contract:	Freelance up to 14 hours per week (very flexible but must be able to run training sessions on Tuesdays and Wednesdays, 7pm 10pm)
Salary:	£15 per hour
Location:	Remote working

## How to apply

To apply, please send through a short summary of how your relevant work or voluntary experiences match the Training Officer role (up to 500 words) and the answers to the four questions as outlined below to [workforus@themix.org.uk](mailto:workforus@themix.org.uk)

- 1) The Mix would like to ensure that training meets the needs of all trainees. How would you ensure that online sessions were inclusive? (250 words)
- 2) What do you think makes a successful online training session? (250 words)
- 3.) What qualities should a trainer have to be effective? (250 words)
- 4) What approach would you take if you needed to give constructive feedback to a trainee? (250 words)



Have a look at our social media



## Equality and diversity monitoring form

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Thanks for your application, we're looking forward to working with you. Below are some questions about who you are and how you identify. These questions are anonymous and completely optional, which means it's your choice if you choose to answer them or not. The Mix is committed to ensuring that all our opportunities and services are inclusive, representative, and accessible for everyone. We are working hard to remove barriers that people may face in taking part in our opportunities. Data plays an important role in that. By completing this form, you will help us to build a picture of who we are reaching, and making sure that our volunteers, staff, and young people are representative of all people in the UK.

Filling out this form is voluntary; however, the information will help us to review our engagement process and ensure we are sticking to our diversity goals. This form is completely anonymous and has no bearing on the outcome of your application."

The information that you provide will be held in line with our privacy policy here: <https://www.themix.org.uk/about-us/privacy-policy>

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### Which Gender do you identify with?

Woman  Man  Non-binary  Prefer not to say

Prefer to self-define (please specify)

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Is your gender the same as your registered sex at birth?

Yes  No  Prefer not to say

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### Which of the following best describes how you think of yourself?

Heterosexual  Bisexual  Gay or lesbian  Queer  Pansexual  Asexual   
 Questioning  Self-define  Prefer not to say

If you prefer to self define, please specify:

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**Age** 16-24  25-29  30-34  35-39  40-44  45-49  50-54  55-59  60-64  65+  Prefer not to say

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### What is your ethnicity?

Ethnic origin is not about nationality, place of birth or citizenship. It is about the group to which you perceive you belong. Please tick the appropriate box

#### **Asian or Asian British**

Indian  Pakistani  Bangladeshi  Chinese  Prefer not to say   
Any other Asian background:

#### **Black, Black British, Caribbean or African**

Caribbean  African  Prefer not to say   
Any other Black, Black British, Caribbean, or African background:

**Mixed or Multiple ethnic groups**

White and Black Caribbean  White and Black African  White and Asian  Prefer not to say  Any other Mixed or Multiple ethnic background:

**White**

English, Welsh, Scottish, Northern Irish, or British  Irish   
Gypsy or Irish Traveller  Roma  Prefer not to say   
Any other White background:

**Other ethnic group**

Arab  Prefer not to say  Any other ethnic group:

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**What is your religion or belief?**

No religion or belief  Christian (all denominations)  Buddhist  Hindu  Jewish   
 Muslim  Sikh  Prefer not to say  Any other religion or belief:

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**Where do you live?**

North East England  North West England  Yorkshire and Humber   
East Midlands  West Midlands  East of England  London   
South East England  South West England  Wales  Northern Ireland   
Scotland  Other locations in the UK:

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**Do you have a disability or condition that impacts the way you carry out daily activities?**

Yes  No  Prefer not to say

**Which of the following best describes your disability or condition?**

Mobility, including fluctuation or recurring conditions   
Learning or concentrating or remembering   
Cognitive, such as acquired brain injury or declining brain functioning seen in conditions like dementia   
Autoimmune, such as diabetes   
Mental Health/Illness   
Autism or Asperger's or ADHD or any other neurodivergent conditions   
Stamina or breathing difficulties   
Long term illness   
Other:

## **HR Statement**

The Mix is committed to ensuring that we have a diverse workforce, which reflects the diversity within society and especially the young people who use our services. Not only is the right thing to do, it also values, celebrates, and recognizes the contribution that diversity can offer to the young people we support, and the staff and volunteers who make up our team at The Mix. We want to take down barriers and actively present opportunities to a wider and more diverse range of people. We are committed to creating safe and fair spaces for all by suitability accommodating different people's needs. This is outlined in our equality policy.

We are seeking applications from individuals with a diversity of experience, backgrounds, and perspectives. We particularly welcome applications from people aged between 18-25years. We also encourage those who may not have formal qualifications but who offer valuable life experience.

The Mix needs your help and co-operation to enable it to do this. Filling out this form is voluntary; however, the information will help us to review our recruitment process and ensure we are sticking to our diversity goals. This form is completely anonymous and has no bearing on our shortlisting process. Hiring managers will have no access to this information and this form is kept separately from your application."

The information that you provide will be held in line with our privacy policy here: <https://www.themix.org.uk/about-us/privacy-policy>



## Contact Details

Name:	
Preferred pronouns:	
Mobile number:	
Email Address:	
1 <sup>st</sup> Reference:	
2 <sup>nd</sup> Reference:	