

Job Title: Training Consultant – Mental Health
Reporting to: Training Manager
Direct Reports: 0
Job Band: Band 5
Size of Team: 10-30

To deliver Mental Health training courses, guiding and coaching delegates according to the required processes and standards. Maintain and provide subject matter expertise, supporting the development and delivery of courses within St John Ambulance.

Key Responsibilities

- Deliver training courses and workshops, drawing upon significant subject matter expertise and consultancy / facilitation skills.
- Assess the performance of delegates, completing and maintaining accurate quality assurance and observation records, to a professional and consistent standard in accordance with St John Ambulance requirements.
- Undertake and support quality assurance activities where necessary, ensuring that they are consistent, fair and reliable and that appropriate corrective action is taken where necessary in line with that standards set by the organisation.
- Use expertise to develop and promote subject and professional competence both for customers and within the team
- Support Training Managers and Lead Trainers in coaching, mentoring and training of trainers, testing or advising on new products, working with external customers on new courses and supporting sales personnel to pitch for business.
- Actively maintain own continual professional development, including establishing records to reflect subject specialisms and expertise.
- Deliver other courses as required, acquiring the required skills where necessary
- Promote St John Ambulance products and services, including selling products directly to delegates.
- Act as a role model for the mission, vision and values of St John Ambulance, and represent the organisation effectively to external customers.
- Perform any other duties commensurate with these responsibilities, the band of the post and skills and qualifications of the post-holder, including performing the role of a Trainer in the delivery of core training courses such as in first aid and other subjects.

You will

- Be able to travel extensively and regularly, including carrying required training materials and equipment

Person specification

This is a specification of the experience, skills etc. that are required to effectively carry out the duties and responsibilities of the post (as outlined in the job description) and forms the basis for selection.

Requirements	Essential	Desirable
Education and Qualifications		
Qualified to deliver relevant specialist Mental Health programmes	✓	
Teaching qualification at Level 3 or above (eg CiLD, CTLLS) or prepared and able to achieve within a reasonable period	✓	
Valid FAW certificate (or achieved within probation and maintained thereafter)	✓	
Teaching qualification at Level 4 or above (eg CET or equivalent)		✓
Qualified to deliver core SJA courses (First Aid, Fire Marshal, AED etc)		✓
Experience		
Experienced in running the relevant mental health courses/programmes, running workshops, facilitation sessions, and/or consultancy	✓	
Background/operational experience in mental health	✓	
Experience of successfully managing multiple priorities		✓
Experienced in delivering first aid training courses		✓
Skills, knowledge and abilities		
Ability to be engaging and professional in a training context	✓	
Excellent interpersonal skills, able to communicate effectively at all levels	✓	
High level of emotional intelligence, with ability to deal effectively with emotional reactions, sensitive situations and conflict	✓	
Ability to use Microsoft® applications at intermediate level	✓	
Physically able to act as First Aider and Fire Marshal	✓	
Experience and knowledge of SJA organisation and products		✓

This job description is intended as an outline indicator of general areas of activity and will be amended in light of the changing needs of St John Ambulance. It is expected that the post holder will be as positive and flexible as possible in using this document as a framework.

Initials: JC

Date of preparation: Dec 18



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