

Job Description: Training & Support Manager

Job Title:	Training & Support Manager
Reports to:	CEO
Works with:	CEO, Operations & Services Manager, Marketing & Communications Manager, Trainers and Administrator
Manages:	N/A
Hours:	Full Time or Part time (4 days/28 hours weekly worked flexibly to include some evenings, weekends and public holidays)
Location:	Home based, with occasional visits to London/High Wycombe for meetings or events
Salary:	£28,000 - £30,000 pro rata depending on experience
Benefits:	33 days of annual leave, inclusive of statutory bank holidays, pro rata, and a pension contribution

Overview

This is a brilliant opportunity for someone to join this award-winning charity in a new role created to support its growth and development. As our Training & Support Manager, you'll balance your planning, organising, and training skills to help our volunteer (and some staff) training programme thrive. Providing training to Family Support Volunteers to take helpline calls and facilitate support group meetings is vital to ensuring we can deliver our services and support to people in need.

You'll be responsible for planning and organising our annual training programme, coordinating trainers, and working with trainees and other staff. You will also deliver some of the training modules (see below).

You will have a proactive approach to work and a desire to explore new opportunities and drive innovation.

This role involves working with colleagues around the organisation, so you will use excellent communication and organisational skills to build strong working relationships and take a collaborative approach to work.

Job purpose

To work with relevant colleagues to develop, plan and deliver a programme to increase the number and diversity of volunteers effectively and efficiently recruited, inducted, trained and supported to deliver services and support nationwide.

To deliver some of the training modules covering core counselling skills and the essential elements of the 5-Step Method (using case studies, role play, workshops etc):

- Getting to know the client and their problem (listening, empathy, non-judgement, core counselling skills).
- Providing relevant, specific and targeted information (our material or links to other sources).
- Exploring how the client is reacting and coping (and presenting alternatives - 'standing up to it', 'putting up with it' and 'becoming independent').
- Enhancing the client's social support (family, friends, neighbours, colleagues, community).
- Identifying the client's further needs (and signposting/referring internally or externally).

Training in the 5-Step Method and the topics/themes listed above will be provided if required.

Main responsibilities

- Inform the search for and engagement with potential volunteers.
- Lead on the recruiting, inducting, training, supporting and managing of volunteers.
- Manage and develop the Family Support Volunteer training programme and the Volunteer Learning & Development Programme.
- Develop and regularly update material and resources for the online training platform for staff and volunteers.
- Deliver training modules to Family Support Volunteers (helpline call takers and support group facilitators) and coordinate the delivery of training modules by other trainers.
- Identify and promote relevant external training for staff and volunteers on an ongoing basis.
- Ensure volunteers are provided with the information, training, equipment and support to volunteer online, from home.
- Facilitate monthly Family Support Volunteer meetings (and monthly volunteer updates) to provide information and support and an opportunity to share with and learn from other volunteers.
- Coordinate the provision of regular supervision from one of DrugFAM's Family Support Workers, via twice weekly online debrief sessions, support with safeguarding concerns from our CEO and counselling, by an external professional at DrugFAM's cost, to manage the risk of vicarious trauma should the volunteers need.
- Conduct a formal annual review with each volunteer (as part of the Volunteer Learning & Development Programme).
- Provide regular pastoral care and support, including coordinating an annual in-person 'away day' for all volunteers, sending internal introduction emails, etc.
- Develop and deliver the programme to recognise volunteers' service (including thank you cards, etc.).
- Monitor, review, analyse and report on the programme's outputs and outcomes.
- Attend quarterly meetings of the board of trustees (by Teams or in person in Reading) with the CEO, Operations & Services Manager, Marketing & Communications Manager and Finance & Fundraising Manager).

The above description is not exclusive or exhaustive. The T&S Manager will be required to undertake such duties as may reasonably be expected within the scope and level of the post (including representing DrugFAM at relevant forums, external events and meetings and contributing to the organisation's overall objectives through active participation in meetings, discussions and other activities as required to influence and support service innovation and development).

All team members are required to be professional, co-operative and flexible, in line with the charity's needs.

Person Specification

- Three years' relevant work experience (as a therapist/counsellor/family support worker/social worker and/or trainer).
- Relevant/appropriate qualification(s).
- Proven ability to coordinate and/or deliver a range of engaging training.
- Experience working within the education/health/social care/voluntary sector (Desirable).
- Experience and/or knowledge and understanding of the impact the harmful use of alcohol, drugs or gambling has on families and friends, including bereavement (Desirable).
- IT literate and innovative.
- Team working.
- Excellent written and oral communication skills, including accurate spelling and grammar.
- Ability to maintain professional boundaries.
- A self-starter with great time/priority management
- Excellent organisational and planning skills.
- Good interpersonal skills and attitude.
- Willingness and ability to be flexible.

How to Apply

To apply, please send a cover letter (no more than two sides) highlighting your interest in the role and how you meet the person specification, with a CV (no more than two sides) to paul@drugfam.co.uk.

Deadline for submission of application: Thursday, 11 Jan 2024

Shortlisted candidates informed: Monday, 15 January 2024

Interview (with CEO and Operations & Services Manager): Friday, 19 January 2024

If you want an informal discussion about the role, please email paul@drugfam.co.uk to arrange.

DrugFAM

Nov 2023