

## 1. JOB IDENTIFICATION

Job Title:	<b>Clinical Training Specialist</b>
Accountable to:	Clinical Director
Department(s):	Senior Clinical Team
Tenure of Post:	21 hours (3 days, with flexible working and potential evening and weekend delivery required)
Salary Grade:	Grade 7 (£33,750 - £38,000) pro rata <i>Placement at the start of the scale should be expected</i>

## 2. JOB OVERVIEW & PURPOSE

As a qualified therapist and talented teacher and trainer, you will support an exciting pipeline of clinical training opportunities, by shaping Lifelink's products in the professional training marketplace. We are looking for someone who shares our vision aspiring to become a market-leader in the delivery of clinical, mental health and wellbeing related learning experiences.

You will lead the design, development and delivery of a portfolio of new and existing courses, including supporting materials. You will have experience in managing a range of relevant products and programmes and have the energy and knowledge required to promote these to relevant audiences using a variety of media.

As an expert in communicating and building professional networks across industries, cultures and learning styles for adults, young people and diverse groups, you will prioritise the development and delivery of the following resources:

- SQA PDA in Counselling Children & Young People (SCQF Level 11)
- Single and multi-day CPD courses for counsellors, psychotherapists and mental health professionals
- Mental health awareness for school staff
- Mental health awareness for managers in the private sector
- Clinical qualifications for counsellors, psychotherapists and mental health professionals

You will also be responsible for collecting feedback and evaluation data for all Lifelink clinical training services. You will play a key role in embedding a data driven approach to continuous improvement of delivery and product development by driving and implementing both research and credible innovation.

With an entrepreneurial spirit, you will make a significant contribution whilst developing key relationships and identifying new opportunities for further growth and maximising the impact Lifelink has on making people happier, healthier wherever they live, work or learn. You will collaborate with all members of the Senior Clinical Team to draw on expertise from other colleagues and seek contributions from outside Lifelink where appropriate and/or necessary.

In so-doing, you will work towards fulfilling the strategic vision of an 'academy of clinical excellence', promoting high quality innovation and best practice within psychotherapeutic disciplines.

### 3. ABOUT LIFELINK

Lifelink is an award-winning social enterprise focussing on mental health and wellbeing. We aim to be an outstanding organisation for everyone: our people, our clients, our partners and stakeholders. With a delivery track record spanning three decades, we are a respected provider known for delivering results and impact.

As we strive to become a 'go-to' provider of mental health and well-being services and training across Scotland and beyond – we are looking to recruit vibrant and energetic individuals to the team who will relish in the opportunity and make a significant contribution to our success.

### 4. KEY TASKS AND ACCOUNTABILITIES

1. Responsible for development, design and delivery of clinical and mental health and wellbeing training for both digital and traditional delivery including a robust project management implementation approach to all activities
2. Responsible for end-to-end customer experience throughout all training event management including scheduling, promotion, participant sign-up, preparation, resourcing, evaluation, reporting and follow up activities (there will also be administration support)
3. Contribute to the development and implementation of strategy in relation to clinical training products and Lifelink's wider strategic plan
4. Working with colleagues to support pipeline development including providing support in the process of pitching/tendering and securing new business
5. Working with marketing colleagues and external suppliers to commission and create the required content, media and delivery assets
6. Working with the Senior Clinical Team to ensure effectiveness and relevance of all materials and content delivered, ensuring ethical and professional standards are valued throughout
7. Ensuring all delivered material is compliant with all aspects of copyrighting and other intellectual property considerations
8. Coordination of additional facilitation and delivery staff as required
9. Play a key role in management of the product development pipeline, including identifying opportunities for IP protection and potential exploitation
10. Prepare and present effective reports to Senior Leadership Team and the Board of Trustees as required, demonstrating the ongoing positive impact and business-sense of high quality clinically focussed learning experiences within Lifelink's range of services
11. Develop and nurture internal and external relationships, proactively representing the business to a range of stakeholders including clients, customer, partner agencies, etc.
12. Implement a culture of openness to feedback, undertaking robust evaluation of your approach to delivery, striving to improve service quality based on evaluation and data
13. Ensure the effective administration of delivery, including capturing adequate participant records in line with Lifelink policies, procedures, and systems requirements, including GDPR

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14. Achievement of relevant KPIs and objectives defined as appropriate to the role, and proactively participating in the company performance management and appraisal process
  15. Attending and fully participating in team meetings, team training/CPD, supervision and performance management and support meetings as required
  16. Responsible for the smooth running and health and safety of a range of delivery events, ensuring they are delivered in fit for purpose locations, and instigating required equipment/facility/safety upgrades
  17. Retaining and balancing clinical practice and clinical supervision out-with your training role to ensure current professional registration is upheld
  18. Performing other related duties as required and/or assigned by the Clinical Director

## **5. KEY BEHAVIOURS**

1. Entrepreneurial and customer focused
2. Engaging and charismatic approach to delivery
3. Confident relationship manager
4. Self-starting & proactive
5. Strategic thinker, problem solver and evidence-based decision maker
6. Methodical and organised approach
7. Exceptional attention to detail
8. Creativity and innovation to drive continuous improvement
9. Flexible and adaptable team player
10. Results driven
11. Finger on the pulse of mental health and wellbeing issues / products
12. Passionate about our cause and the people we support

<b>PERSON SPECIFICATION</b>	<b>Job Role</b>	<b>Clinical Training Specialist</b>
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Key Attributes	CRITERIA	
<b>QUALIFICATIONS, &amp; TRAINING</b>	<b>Essential</b>	<ul style="list-style-type: none"> <li>• Minimum of Diploma level in Counselling/Psychotherapy</li> <li>• Current membership and registration with an appropriate professional body (e.g. COSCA, BACP, BABCP, UKCP or BPC)</li> <li>• Professional qualification or equivalent education in training development, teaching or facilitation</li> <li>• SQA Assessor and/or Verifier qualification, or commitment to working towards these</li> <li>• Wide ranging and demonstrable commitment to maintaining current, in-depth knowledge in a range of relevant topics</li> </ul>
	<b>Desirable</b>	<ul style="list-style-type: none"> <li>• Accreditation with a professional body</li> <li>• Recognised qualification in clinical supervision, or willingness to work towards this</li> <li>• Post-qualifying specialism or Masters degree</li> </ul>
<b>EXPERIENCE</b>	<b>Essential</b>	<ul style="list-style-type: none"> <li>• 5+ years post-qualifying experience in ongoing practice, working with a range of client groups</li> <li>• Proven track record of design, development and delivery of highly effective training programmes in relevant subjects</li> <li>• Accomplished facilitator who can engage participants from a variety of backgrounds and experience levels</li> <li>• Evaluating programmes and actioning the associated insights</li> <li>• Taking responsibility for end-to-end delivery of service</li> <li>• Working in partnership with a range of internal and external stakeholders</li> </ul>
	<b>Desirable</b>	<ul style="list-style-type: none"> <li>• A range of client-work experience with both adults, young people and/or children</li> <li>• Contributing to contract tenders and 'pitching' for new business</li> <li>• Contributing to wider organisational strategy</li> <li>• Coordinating teams and auxiliary support staff</li> <li>• Product development pipeline management</li> </ul>
<b>KNOWLEDGE</b>	<b>Essential</b>	<ul style="list-style-type: none"> <li>• Awareness of Copyright, licencing, IP and other academic considerations when creating training courses and materials</li> <li>• Best practice methodologies in the development of training programmes</li> <li>• Use of feedback and evaluation methodologies and tools</li> <li>• Contemporary, critical, subject specific perspectives relating to products delivered</li> </ul>
	<b>Desirable</b>	<ul style="list-style-type: none"> <li>• In-depth awareness of mental health and wellbeing issues that translate well into training products that can drive impact and positive outcomes</li> <li>• Constantly evolving critical insight through awareness of contemporary research, evaluation and enquiry</li> </ul>
<b>COMPETENCIES &amp; SKILLS</b>	<b>Essential</b>	<ul style="list-style-type: none"> <li>• Confident relationship management and interaction</li> <li>• Fluent and confident in IT skills with Microsoft (Office 365) packages</li> </ul>

**JOB DESCRIPTION**



	<b>Desirable</b>	<ul style="list-style-type: none"><li>• Experience in using client record management databases and IT systems</li><li>• Health and safety awareness as is relevant to running events for the public</li><li>• Coaching and mentoring skills when supporting colleagues</li></ul>
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