



32/32a Cockburn Street
Edinburgh
EH1 1PB

Tel: 0131 220 3404

Email: admin@crew2000.org.uk

Website: www.crew.scot

Training and Communications Officer Temporary Maternity Cover Post to 31st March 2022

JOB DESCRIPTION

Responsible to: Emerging Trends and Training Coordinator (ETTC)
Starting Salary: £28,126 plus 5% employer's pension contribution
Working Hours: 35 hours per week
Office Base: 32 Cockburn Street, Edinburgh, EH1 1PB (with regular travel across Scotland) and working from home as required by Scottish Government Covid19 guidance.

Organisation profile

Crew is an award-winning national charity, based in Edinburgh, at the forefront of tackling new and emerging drug trends. Crew seeks to reduce harm from drug use and improve public health with the input of people who access drug services, working with a wide range of local, national and international partners.

ROLE PURPOSE

- To advance knowledge, skills and understanding within Crew team and the wider workforce and to reduce drug related harm for service users by marketing and providing high quality training.
- To work with organisations including but not limited to councils, Police Scotland, the NHS, the Scottish Prison Service and voluntary agencies to share knowledge and respond to drug trends.
- To design, plan, pilot, deliver and evaluate training courses including drug trends, psychostimulants, drugs and mental health first aid and effective interventions with people who use drugs.
- To develop and deliver our communications strategy, social media output and digital content.

DUTIES AND RESPONSIBILITIES

Service Delivery

- You will be responsible for marketing Crew training under the guidance of the Emerging Trends and Training Coordinator.
- You will also be responsible for developing and delivering our communications strategy, social media output and digital content.
- You will be responsible for Crew social media marketing, maintaining a regular Crew social media presence and Crew social media 'voice'.



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- You will collaborate with the Emerging Trends and Training Coordinator and CEO to produce evidence to inform and influence policy-making with local authorities, the Scottish and UK governments.
- You will attend festivals and/or dance events to disseminate materials, and gather trends information.
- With guidance from the Emerging Trends and Training and Outreach Coordinators, you will be responsible for trends identification and monitoring via outreach and processing data obtained.
- You will contribute to reviewing and updating Know the Score materials and other government requests as required.
- You will be responsible for ensuring the effective planning and delivery of training events, which are responsive to the needs of training participants and external partners.
- You will contribute to securing continuation funding for the post and unrestricted funding either through fundraising or income generation training revenue.
- You will contribute to information production and quality assurance of materials produced by Crew including www.crew.scot, working closely with the Information Sub Committee, external partners and people with lived experience.
- You will be responsible for effective communication with people accessing services, members of the public, and stakeholders at training events and meetings.
- Contributing to quarterly Board and Scottish Government reports under the guidance of the Emerging Trends and Training Coordinator.

Management of Staff/Volunteers

- You will be responsible for coordinating and motivating staff/volunteers working on training events, setting high standards at all times. You will provide ongoing feedback to staff/volunteers where necessary and ensure any concerns are fed back to their supervisor.
- You will contribute to volunteer induction, training and development in conjunction with other key staff and volunteers, including supporting volunteers to create digital content.
- You will be responsible for the quality, safety, and security of the training working environment including, implementation of appropriate health and safety practices and ensuring that Crew meets legal and statutory requirements.

MEASURES OF SUCCESS

- More than 70% of trainees evidence improvement in skills, confidence, knowledge and understanding in supporting people affected by problematic drug use
- Drug trends data collected from at least 4 council areas
- Drug trends sample size at least 100% greater than 2018 baseline (84 individuals)
- Achievement of all development outcomes set in annual appraisal



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Evaluation:

- Pre- and post-training evaluation questionnaires completed for each training session
- Quarterly reports to Scottish Government Drugs Division and Crew Board

Person Specification

Essential	Desirable
Knowledge	
<ul style="list-style-type: none"> • Strong working knowledge of psychostimulants, new psychoactive substances and drug trends • Sound general drug and treatment/recovery agenda knowledge • Knowledge of training cycle, monitoring and evaluation methods and theories of learning • Awareness of website SEO, accessibility and general digital marketing/design 	<ul style="list-style-type: none"> • Knowledge of relevant drug strategies, policies and research • Awareness of social networking • Knowledge of the varieties of nightlife settings and networks
Skills	
<ul style="list-style-type: none"> • Excellent verbal and written communication skills • Ability to develop effective relationships with key stakeholders • Ability to balance competing priorities and work to tight deadlines • Ability to work under pressure in an extremely busy environment • Good level of computer literacy including working knowledge of Microsoft Office, internet and Outlook Express • Track record of effective social media communication 	<ul style="list-style-type: none"> • Survey design skills • Media handling skills • Provision of information to a range of audiences • Experience of content creation using desktop publishing software



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<ul style="list-style-type: none"> • Experience of website management and familiarity with the use of WordPress CMS. 	
Previous Experience	
<ul style="list-style-type: none"> • Experience of working with drug use and trends • Experience of providing training and/or group facilitation • Experience of training course and supporting materials design • Experience of conducting learning needs analysis and evaluation • Experience of report writing 	
Education/Training	
<ul style="list-style-type: none"> • Higher education/professional qualification in training, learning and development or community education or three years' experience of: <ul style="list-style-type: none"> - delivering training and evidence of CPD e.g. Training for Trainers or - working in the drugs field and further education qualification in a related discipline 	<ul style="list-style-type: none"> • Qualified S/NVQ assessor • Higher education/professional qualification in management • Training in brief interventions, motivational interviewing or counselling skills • Recent continuing professional development in a relevant area
Attitudes/Personality	
<ul style="list-style-type: none"> • Commitment to promoting motivated and skilled staff teams • Willingness to lead and coach others • Commitment to Crew's ethos and understanding of the need to work with people to effect positive changes • Committed to Crew's organisational values of being: <ul style="list-style-type: none"> • accepting • genuine • empathetic 	



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<ul style="list-style-type: none">• justice-focussed• accountable	
Other	
<ul style="list-style-type: none">• Ability to work flexible hours including evenings and weekends with a time in lieu system• Willingness to travel across Scotland, including overnight stays	<ul style="list-style-type: none">• Drivers' license and access to a vehicle