

Training and Communications Officer

JOB DESCRIPTION

Responsible to: Emerging Trends and Training Coordinator (ETTC)
Starting Salary: £28,000 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)

Organisation profile

Crew 2000 Scotland 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 take drugs.

DUTIES AND RESPONSIBILITIES

Service Delivery

- You will assist with marketing Crew training with guidance from the Emerging Trends and Training Coordinator.
- 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 be responsible for delivering regular Crew social media content and marketing, working collaboratively with Crew project teams.
- You may have the opportunity to attend festivals and/or dance events to disseminate harm reduction materials and gather trends information.
- With guidance from the Emerging Trends and Training and Nightlife Harm Reduction Coordinators, you will be responsible for trends identification and monitoring via Nightlife Harm Reduction Activities and processing data obtained.
- You will contribute to reviewing and updating harm reduction materials and responding to requests from other services and agencies as required.

- With guidance from the Emerging Trends and Training Coordinator, you will be responsible for ensuring the effective planning and delivery of training events, responding 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 and living experience.
- Contributing to quarterly Board and Scottish Government reports with guidance from 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 passed on to their supervisor.
- You will be responsible for the supervision and support of a select group of volunteers
- 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 (including risk assessments) and ensuring that Crew meets legal and statutory requirements.

MEASURES OF SUCCESS

- More than **75%** of participants report improved knowledge, skills, and confidence.
- More than **75%** of participants report increased understanding of stigma and strategies to address it in their practice.
- 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

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	
- Strong working knowledge of psychostimulants and drug trends - Sound general drug and treatment/harm reduction knowledge - Knowledge of training cycle, monitoring and evaluation methods and theories of learning	- Knowledge of relevant drug strategies, policies, and research - Knowledge of the varieties of nightlife settings and networks - Knowledge of communications, social media, and networking theory
Skills	
- Excellent verbal and written communication skills - Ability to develop effective relationships with key stakeholders - Ability to balance competing priorities and meet 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	- Research skills (survey development) - Digital communication skills - Experience of web/social media content creation using desktop publishing software
Previous Experience	
- 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 - Track record of effective social media communication	
Education/Training	
- Higher education/professional qualification in training, learning and development or community education or three years' experience of: - 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	Training in brief interventions, motivational interviewing, or counselling skills
Attitudes/Personality	

• Team worker • 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: • accepting • genuine • empathetic • justice-focussed • accountable	
Other	
• Ability to work flexible hours including evenings and weekends with a time in lieu system • Willingness to travel across Scotland, including overnight stays	• Drivers' license and access to a vehicle