

Post Details		Last Updated: 16/7/25	
Faculty/Administrative/Service Department	Chief Student Officer's Directorate		
Job Title	Mental Health Trainer		
Job Family	Professional Services	Job Level	3
Responsible to	Student Wellbeing Associate Director, Student Wellbeing & Disability		
Responsible for (Staff)	n/a		
<u>Job Purpose Statement</u>			
The role of the Mental Health Trainer is to deliver high quality mental health training across the University community to improve awareness, knowledge and skills relating to mental health, wellbeing and mental illness as well as continue to support reflective practise models supporting our staff in front facing services.			
<u>Key Responsibilities</u> This document is not designed to be a list of all tasks undertaken but an outline record of the main responsibilities (5 to 8 maximum)			
<div>1. To deliver existing mental health training (including Mental Health First Aid courses) in the form of scheduled training online and in person.</div> <div>2. To support the development, promotion, co-ordination and evaluation of training services in collaboration with colleagues and academic departments and provide an annual report</div> <div>3. To contribute towards the operational development of the University's mental health training strategy</div> <div>4. To contribute to the creation of a suite of training for staff and students. 5. To roll out and provide reflective practise to staff with front facing roles.</div> <div>5. To carry out all administrative duties related to training, such as data entry, record keeping, emails, course booking and report production in line with MHFA England and University requirements.</div>			
N.B. The above list is not exhaustive.			
All staff are expected to: <ul style="list-style-type: none">Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the University of Surrey Equal Opportunities Policy.Work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students.Follow University/departmental policies and working practices in ensuring that no breaches of information security result from their actions.Ensure they are aware of and abide by all relevant University Regulations and Policies relevant to the role.Undertake such other duties within the scope of the post as may be requested by your manager.Work supportively with colleagues, operating in a collegiate manner at all times.			
Help maintain a safe working environment by: <ul style="list-style-type: none">Attending training in Health and Safety requirements as necessary, both on appointment and as changes in duties and techniques demand.Following local codes of safe working practices and the University of Surrey Health and Safety Policy.			
<u>Elements of the Role</u>			
This section outlines some of the key elements of the role, which allow this role to be evaluated within the University's structure. It provides an overview of what is expected from the post holder in the day-to-day operation of the role.			
<u>Planning and Organising</u>			
The post holder is expected to work in a proactive and independent manner to organise and deliver training within the guidelines set by the Centre for Wellbeing mental health training strategy, national frameworks and guidance set by professional bodies. The post holder is expected take responsibility for all administrative tasks associated with the delivery of mental health training.			

Problem Solving and Decision Making

The post holder must work in a flexible manner and react positively to the changing circumstances and requirements through demonstration of initiative and flexibility in the arrangement of their work. This is especially important as the needs for training changes during the academic year.

Continuous Improvement

The post holder is expected to take a pro-active approach to their work and is encouraged to make suggestions or improvements to working methods, implementing them under the guidance of the Student Wellbeing Practitioner.

The post holder is expected to identify and suggest process improvements to departmental processes and in the promotion of mental health awareness training throughout the University.

The post holder is expected to monitor their own knowledge and improve their understanding and refresher their own training.

Accountability

The post holder will be expected to manage the delivery of their work on a day-to-day basis to ensure deadlines are met, based on their understanding and reference to procedures.

The post holder will be expected to work as part of the Centre for Wellbeing team to ensure the effective delivery of training throughout the academic year.

Dimensions of the role

The post holder is expected to deliver training across the University community, reaching up to 3,000 members of staff and 16,000 students

Person Specification This section describes the sum total of knowledge, experience & competence required by the post holder that is necessary for standard acceptable performance in carrying out this role.

Qualifications and Professional Memberships

Current Mental Health First Aid Instructor (Adult MHFA Two Day) qualification	E
Relevant teaching qualification (e.g. PTLLS, CTLLS, DTLSS, PGCE, PGCHE or equivalent)	D
Current Mental Health First Aid Instructor (Adult MHFA One Day, Adult Mental Health Aware Half Day) Qualification	D

Technical Competencies (Experience and Knowledge) This section contains the level of competency required to carry out the role (please refer to the Competency Framework for clarification where needed and the Job Matching Guidance).	Essential/ Desirable	Level 1-3
Significant experience in delivering MHFA Training (Online and in-person)	E	3
Evidence of excellent communication, presentation and training skills	E	3
Strong knowledge of mental health issues and recovery	E	2
Familiarity with MS Office suite of programmes, particularly communicating on Microsoft Teams and developing presentations through PowerPoint	E	2
Experience/knowledge of the Higher Education sector	D	1
Experience/knowledge of training in Disability and Neuroinclusion	D	2
Evidence of relevant experience of delivering training within the Higher Education Sector	D	2

Special Requirements:	Essential/ Desirable
Ability and willingness to work outside of regular office hours on occasion	D
Core Competencies This section contains the level of competency required to carry out this role. (Please refer to the competency framework for clarification where needed). n/a (not applicable) should be placed, where the competency is not a requirement of the grade.	Level 1-3
Communication Adaptability / Flexibility Customer/Client service and support Planning and Organising Continuous Improvement Problem Solving and Decision-Making Skills Managing and Developing Performance Creative and Analytical Thinking Influencing, Persuasion and Negotiation Skills Strategic Thinking & Leadership	3 3 2 3 2 2 n/a 1 1 n/a
<p>This Job Purpose reflects the core activities of the post. As the Department/Faculty and the post holder develop, there will inevitably be some changes to the duties for which the post is responsible, and possibly to the emphasis of the post itself. The University expects that the post holder will recognise this and will adopt a flexible approach to work. This could include undertaking relevant training where necessary.</p> <p>Should significant changes to the Job Purpose become necessary, the post holder will be consulted and the changes reflected in a revised Job Purpose.</p>	
Organisational/Departmental Information & Key Relationships	
<p><u>Background Information</u></p> <p>The Centre for Wellbeing is comprised of the University's counselling and mental health professional teams and is closely linked into the Religious Life & Belief Centre, Disability and Neuroinclusion and student experience teams.</p> <p>The Counselling team provide an easily accessible service for students and staff of the University, offering a range of interventions to users experiencing a variety of emotional and mental health difficulties.</p> <p>The Mental Health Practitioner team (comprising of mental health professionals and an eating disorder specialist) provide three core function: <u>Advice</u> – to the University on health and medical issues; health and related policy matters; and on student and staff cases; <u>Liaison</u> – with NHS and other relevant services on and off campus, locally and nationally; <u>Coordination</u> – of complex welfare, medical and mental wellbeing cases, as a key part of the University's support and risk management infrastructure.</p> <p>The Centre for Wellbeing also aim to enable the University community to achieve positive mental health and wellbeing through training, consultation and joint work where appropriate.</p>	
<p><u>Relationships</u></p> <p>The post holder will work as a key part of the Wellbeing team and will liaise frequently and closely with other members of University staff, particularly:</p> <ul style="list-style-type: none"> • Counselling and Mental Health Practitioners • Disability and Neuroinclusion • Student Experience • Campus Safety • HR • Academic staff 	