

Job Title:	Trainer
Reports to (job title):	Senior trainer
Line Manager to:	N/A

## Job purpose

The Learning Enterprise (TLE) is the learning and development department of HCRG Care Group and is an Independent Training Provider delivering a range of learning interventions to a national external client base.

The post requires a training practitioner who has a passion for delivering work-based training internally for the organisation and for our external customers covering a range of health and care subject specialisms.

## Base

Office Base: Regional Office, hybrid working with regular national and regional travel as required.

## Key responsibilities

- Support on the internal quality assurance of all clinical and Quality and Safety learning interventions, ensuring working in line with the TLE Quality Assurance process.
- Support the maintenance of the clinical and Quality and Safety training course catalogue ensuring all course information is up to date at all times
- Involvement in relevant clinical and Quality and Safety training projects and programmes of work
- Support the education, development and support to SME's delivering learning interventions in the organisation.
- Identification and implementation of continuous improvements in learning provision.
- Management of own workload, possessing excellent planning, prioritisation, organisational and time management skills and the ability to plan any travel effectively.
- Support training needs analysis as required to identify demand for learning interventions prior to development.

- Identify and develop effective learning outcomes / objectives and curriculum specific for required development needs.
- Support the development of a modern, blended learning approach to training to provide flexibility and supports all learners needs which maximises the use if digital learning tools and includes the production of virtual learning and assessment tools.
- Review and analysis of the effectiveness of training and workshops and develop appropriate modification if needed.
- Work with the Operations HUB to ensure training programmes are diariased at least one year in advance to maximise training capacity and provision to the organisation.
- Ensure compliance of HCRG Care Group and TLE branding across all training materials.
- Provide advice to internal and external colleagues and clients in the development of appropriate and effective learning interventions and solutions.
- Carry out updates and changes to training which is required and reflects the needs of the organisation.
- Demonstrating a flexible and responsive approach to the learning needs of colleagues and be willing to deliver training provision outside of normal working hours as and when requested.
- Identification of risk and issues and timely escalation to the senior manager, supporting the development and implementation of mitigating action and effective risk recording.
- Design, develop and deliver training sessions and competency assessments to a variety of disciplines and audiences (internal and external).
- Adapt learning delivery and provision to different learning environments and learning styles and needs of learners ensuring reasonable adjustments and requests for specific requirements are dealt with swiftly and support the learner effectively.

## Personal Specification

### Essential

- Educated to degree level or equivalent experience.
- Recognised level 4 teaching, training or assessing qualification (or willingness to achieve this within a set time period)
- Ability to deliver training covering a wide range of health and care appropriate subject specialisms.
- Experience of designing, developing and delivering high quality blended learning solutions suitable for a health and care audience.
- Experience of and competence in using digital tools in the development and delivery of training solutions
- Knowledge and experience of curriculum development and course design.

- Experience of delivering face to face and virtual training.
- Ability to work on own initiative and collaboratively as part of a team.
- Good research skills to perform advanced and analytical research to find reliable and relevant content for the learner
- Effective communication (verbal and written) and interpersonal skills to inspire and engage learners.
- Excellent presentation, facilitation, and coaching skills.
- Ability to use basic IT systems Inc. PowerPoint, Excel and Word.
- Excellent organisational skills including the ability to prioritise own workload and work to deadlines.
- Awareness of current issues in health and care sector and education.
- Experience of supporting learning who have a range of learning styles and additional needs.
- High empathy skills and understanding of effective teaching methodologies and the willingness to keep abreast of new techniques in teaching.
- Ability to travel to regional and national locations to meet the requirements of the role.
- Highly motivated.

## Desirable

- Postgraduate qualification in Education, Health or Social Care
- Project Management qualification
- People leadership / management experience

## Our values

Our values are our moral compass and core to our DNA. They underpin the way we deliver our services and treat those who use our services.

To many organisations values are just words which don't translate into reality of the day to day but our values flow through everything that we do, they define who we are, what we stand for and set the expectations of our colleagues, communities, customers and partners. They have been defined by our colleagues and have been integral to our journey so far and will be integral to our future as well.

We have three values which help us stand out from the crowd, not just because there's only three, but because they are unique to who we are. We care, we think, and we do.

## Care

- Inspire
- Understand
- Communicate

## Think

- Challenge
- Improve
- Learn

## Do

- Accountability
- Involve
- Resilience

## Confidentiality and Information Security

As our employee you will be required to uphold the confidentiality of all records held by the company, whether patients/service records or corporate information. This duty lasts indefinitely and will continue after you leave the company's employment.

All information which identifies living individuals in whatever form (paper/pictures, electronic data/images or voice) is covered by the 2018 Data Protection Act and should be managed in accordance with this legislation. This and all other information must be held in line with NHS national standards including the Records Management: NHS Code of Practice, NHS Constitution and HSCIC Code of Practice on Confidential Information and should only be accessed or disclosed lawfully. Monitoring of compliance will be undertaken by the Company. Failure to adhere to Information Governance policies and procedures may result in disciplinary action and, where applicable, criminal prosecution.

## Information governance responsibilities

You are responsible for the following key aspects of Information Governance (not an exhaustive list):

- Completion of annual information governance training
- Reading applicable policies and procedures
- Understanding key responsibilities outlined in the Information Governance acceptable usage policies and procedures including NHS mandated encryption requirements
- Ensuring the security and confidentiality of all records and personal information assets
- Maintaining timely and accurate record keeping and where appropriate, in accordance with professional guidelines
- Only using email accounts authorised by us. These should be used in accordance with the Sending and Transferring Information Securely Procedures and Acceptable Use Policies.
- Reporting information governance incidents and near misses on CIRIS or to the appropriate person e.g. line manager, Head of Information Governance, Information Security Lead
- Adherence to the clear desk/screen policy

- Only using approved equipment for conducting business
- Line manager to other trainers

## Governance

Clinical governance is a framework through which organisations delivering health and care services are accountable to continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which clinical and other forms of care flourishes. Employees must be aware that clinical governance places a duty on all staff to ensure that the level of care services they deliver to patients is safe and high quality, and that they follow/comply with our policies and procedures.

## Registered Health Professional

All staff who are a member of a professional body must comply with standards of professional practice/conduct. It is the post holder's responsibility to ensure they are both familiar with and adhere to these requirements.

## Risk Management/Health & Safety

The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the company. Staff are required to observe the Hygiene Code and demonstrate good infection control and hand hygiene.

Employees must be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for other employees, patients and visitors. It is essential to observe strict fire and security precautions at all times.

All staff must report accidents, incidents and near misses so that the company can learn from them and improve safety.

## Safeguarding Children and Vulnerable Adults Responsibility

We are committed to safeguarding and promoting the welfare of children and adults at risk of harm and expects all employees to share this commitment.

## Medicines Management Responsibility

### **Nursing or registered healthcare professionals**

Undertake all aspects of medicines management related activities in accordance within the company's medicines policies to ensure the safe, legal and appropriate use of medicines.

### **Skilled non-registered staff**

Undertake all aspects of medicines management related activities in accordance with the company's medicines policy where appropriate training has been given and competencies have been achieved.

## Policies and Procedures

All colleagues must comply with the Company Policies and Procedures which can be found on the company intranet.

## General

We are committed to serving our community. We aim to make our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so.

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will recognise the commitment from our staff to meeting the needs of our patients.

The company recognises a "non-smoking" policy. Employees are not able to smoke anywhere within the premises or when outside on official business.

## Equal Opportunities

It is the company's intention to be an employer of choice and ensure that no job applicants or employees are unfairly disadvantaged on the grounds of gender, disability, race, ethnic origin, colour, age, sexual orientation, religion or belief, trade union membership or any other factors that are not relevant to their capability or potential. To this end, the company has an Equality and Diversity policy and it is the responsibility of each employee to contribute to its success.

# Job Description

## Flexibility Statement

This job description is not exhaustive and may change as the post develops or changes to align with service needs. Any such changes will be discussed directly between the post holder and their line manager.