

## JOB DESCRIPTION

JOB DETAILS	
<b>Job Title</b>	Human Factors & Simulation Practitioner
<b>Reports to</b>	Clinical Matron for Patient Safety
<b>Band</b>	Band 6
<b>Department/Directorate</b>	Simulation Service (North)

JOB PURPOSE
<p>The Simulation Practitioner will work closely with all team members, fellows, simulation faculty and be responsible for contributing to the design, delivery and debriefing of simulation-based education for a range of multi-professional staff both within the Trust, external and income generating courses.</p> <p>The post holder will support the Trust's vision, Education and Workforce Development Strategy and Patient Safety Incident Response Plan through the provision of high-quality innovative simulation training and delivery, underpinned by knowledge of Human Factors and Ergonomics (HF/E) to the workforce.</p> <p>They will actively be involved in assisting teams to evaluate their systems and process analysis, reducing clinical risk, identifying latent threats and supporting the learning needs of staff throughout the Trust. They will use learning identified in simulation delivery to inform safety improvement and support the Trust to provide appropriate simulation learning to the work force, valuing and investing in lifelong learning to attract and retain our current and future workforce to deliver safe high quality care, ensuring 'an outstanding experience for every patient'.</p>

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<ul style="list-style-type: none"> <li>Promote high standards of professional simulation-based education and maintain the delivery of quality training as part of the standards set within Organisational Development and National standards.</li> <li>Promote innovation within simulation-based education, exploring the wider use of Technology Enhanced Learning as recommended by NHS England.</li> <li>Develop course materials, ensuring the content is relevant, up to date and meets national, service and learner needs and is reviewed on a regular basis.</li> <li>Work with other team members and key stakeholders to plan and design scenario-based training using a wide range of modalities.</li> <li>Create an environment that is conducive to learning and support in the provision of high-level facilitation skills to enable learning through debrief ensuring psychological safety is always maintained.</li> <li>To promote and deliver high standards of debrief facilitated learning and mentor and support faculty to maintain this standard.</li> <li>With support from the Simulation Manager, create and maintain opportunities to embed patient quality and safety learning into simulation-based education, by working closely and collaborating with key personnel such as the Clinical Risk Team and Clinical Specialists and Matrons.</li> <li>With support from the Human Factors and Simulation Fellow, explore opportunities to use simulation base education to develop and collaborate in quality improvement.</li> <li>Implement evidence-based practice by initiating, managing and evaluating changes that lead to improved high standards of education, and any measurable outcome from training that impacts on wider patient safety learning.</li> <li>Support in the evaluation of training, the development, implementation, and evaluation of the portfolio of simulation training provided.</li> </ul>

- Communicating and working with a variety of professionals from the multidisciplinary team in different ways to improve quality of simulation-based education including external key stakeholders.
- Support in the organisation and management of the Simulation Centre and service and those accessing the facilities.
- With support from the Simulation Technician, maintain an in-depth knowledge of setting up, use and programming the simulation equipment to produce realistic environments for training.
- At all times, have an overall view and awareness of the portfolio and programme of simulation based education /activity within the workstream of the simulation centre, ensuring that delivery and planning of training is managed and supported effectively.
- Promote the simulation centre and service and act as an effective professional role model, ensuring the highest standards are maintained and to promote the Trust locally and nationally.
- Deputise for the Senior Human factors and Simulation Fellow where necessary acting as a point of contact, support in the delegation of duties and tasks as appropriate to other team members to ensure the smooth running of the service.
- Support in succession planning for the service.
- Attend Trust and Regional meetings as required.
- To support the Senior Human Factors & Simulation Fellow and wider simulation team in delivering high quality specialised simulation & human factors education, whilst supporting systems & process reviews.
- Be required to produce information for reports as required by either the Clinical Lead for Simulation or Senior Human Factors & Simulation Fellow or wider patient Safety team.

## KEY WORKING RELATIONSHIPS

Areas of Responsibility: Simulation and human factors

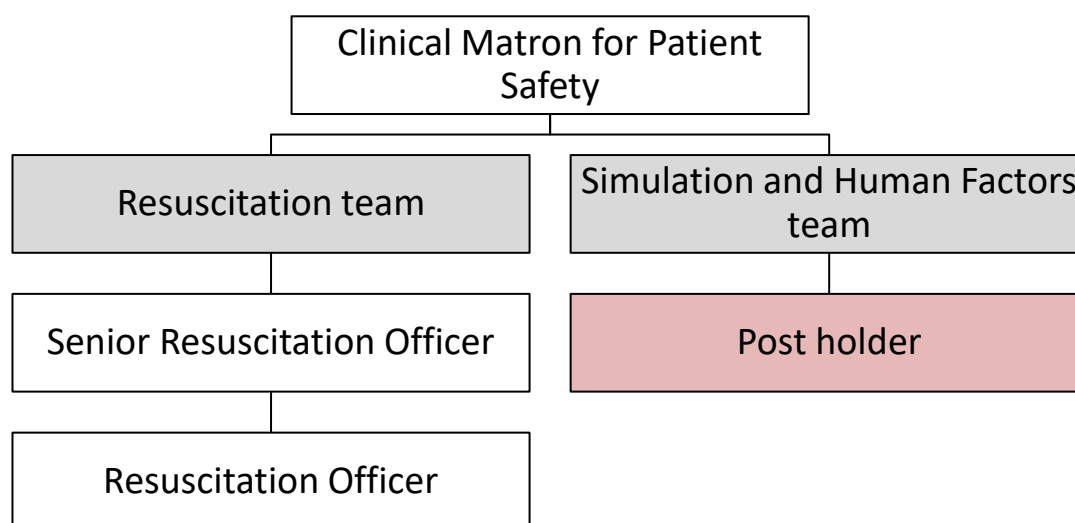
No. of Staff reporting to this role: 1

The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day to day basis. In addition the post holder will deal with the wider healthcare community, external organisations and the public. This will include verbal, written and electronic media.

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
<ul style="list-style-type: none"> <li>• Clinical Lead for Simulation</li> <li>• Clinical Matron for Patient Safety</li> <li>• Central Simulation Team (CST)</li> <li>• Local Simulation Faculty</li> <li>• Subject matter experts</li> <li>• Medical Education Team</li> <li>• Resuscitation Team</li> <li>• Manual Handling Team</li> <li>• Clinical Lead for Patient Safety</li> <li>• Consultants and other members of the medical team</li> <li>• Senior Nursing / Allied Health Professionals (AHPs) and ward staff</li> <li>• Administration and secretarial teams across the Trust</li> <li>• Clinical Skills Team / Talent &amp; Learning Service</li> </ul>	<ul style="list-style-type: none"> <li>• Other NHS Trusts &amp; organisations</li> <li>• External educational bodies</li> <li>• ASPIH – lead body</li> <li>• Regional Simulation Network leads &amp; participants</li> <li>• Manufacturers / industry leading companies</li> </ul>

## ORGANISATIONAL CHART



## FREEDOM TO ACT

- The post holder will be responsible for deciding how simulation requirements are addressed and formulate action plans on how these goals are best achieved.
- They will lead teaching / education projects to ensure best practice is being followed, and review systems and processes to ensure they are fit for purpose and that latent threats are identified. This requires underpinning by specialist knowledge of improvement methodology, working with all staff groups across the organisation
- Work autonomously, managing and prioritising own workload.

## COMMUNICATION/RELATIONSHIP SKILLS

- Present complex training material /equipment in a simulated environment to a wide range of people using competent presentation skills.
- Able to deal with supporting multi-professionals and co-ordinate the smooth running of simulation training programmes.
- The post holder will be empathetic, demonstrating a sensitive and specialised skill set with regard to the nature of designing, delivering and debriefing; across a range of settings and all staff groups.
- The scope of practice is complex due to the variance in communication skills required and the need to suddenly change approach to meet individual and group needs.
- The post holder will be required to provide and receive complex technical and / or sensitive information; due to the specialised skills set required and technical nature of the equipment and potentially sensitive / emotional nature of the service delivered.
- The post holder will be required to communicate via a range of methods (electronic / verbal / visual) discussing complex and sensitive matters, as a routine part of their daily role. This will be to all roles / levels / grades across the organisation and potentially patients.
- It is recognised that participating in simulated learning may result in learners experiencing emotional distress. This can be pre / intra / post-delivery of sessions and may be related to their perceived performance in the scenario, challenging practice/outcomes or a previous negative experience. In this situation the post holder will be required to exercise tact and diplomacy, and provide appropriate support in the moment to the individual and other participants. They will provide sign posting to further support services available and with the participant determine if there is any other support needed such as informing the individuals supervisor or line manager.
- To prepare and present simulation update reports, as required
- The post holder will need to demonstrate excellent communication skills, (understanding complex technical information and processes) both internal and external to the organisation.

- Maintaining learner confidentiality and psychological safety is core to this role.
- In the event that a learner may disclose or present in a way that caused concern about their safety or well-being. The post holder should escalate to the Senior Human Factors and Simulation Fellow or alternative member of the senior patient safety team.
- Effective liaison with the wider simulation team and other key working relationships, to ensure accurate and contemporary records are maintained of all simulation activities and usage of the simulation resources
- Reviewing practice in terms of patient safety, latent threat identification and optimal / suboptimal practice; requiring highly sensitive practice in potentially contentious situations or when conflict may arise due to participants demonstrating a strong opposing view which may not be current or appropriate.

### **ANALYTICAL/JUDGEMENTAL SKILLS**

- Assist and support the Simulation Technician in the set-up, operation, management and maintenance aspects of all task trainers, low / high fidelity patient care simulators and simulation technology devices, including media equipment and AV systems.
- Ability to gather, interpret, understand and act on sensitive and complex patient and operational information.
- The post holder will be expected to provide sound expert judgement involving a range of facts or situations, which require analysis and / or comparison of a range of options. This will include the interpretations of clinical actions and the impact upon patient care and safety, to ensure effective practice. Also extends to non-clinical elements which may present with straight forward or highly technical resolutions.
- The post holder will have to demonstrate independent core analytical and judgement skills in relation to the appropriate direct observation of practice and ability to provide expert debriefing techniques to maintain safe / effective practice and psychological safety.
- Work with teams to facilitate the testing of systems and practice to identify latent threats and support service and policy design. Engage with service leads and provide recommendations from the findings.

### **PLANNING/ORGANISATIONAL SKILLS**

- The post holder will lead on planning / organising and coordinate sessions with others. The impact of which extends beyond their own service into other departments and services; in relation to ensuring delivery.
- In the event of unexpected equipment failure, they will escalate to the appropriate support either through IT helpdesk or the simulation technician. They may have to come up with an alternative method of delivering the scenario at very short notice.
- The post holder may need to change the delivery plan based on the changing needs of the requesting faculty, individuals present or late adjustment of learning objectives.
- They will support the wider team with administration duties including session booking review process, general service organisation processes and / or support meetings through effective planning and communication.
- The post holder may be required to attend local and / or regional simulation meetings, on behalf of the operational or clinical lead.
- They will also line manage junior service employee's and in doing so make themselves available for support / service meetings and appraisal processes.

### **PATIENT/CLIENT CARE**

- Responsible for providing education through simulation training for multi-professional staff, which has a direct impact on patient care and safety.
- Work closely with the Patient Safety team and Care Group Quality and Safety Leads, advising of how to use simulation training to address common themes identified that could cause harm.
- When simulated learning events are carried out in the hospital or community setting rather than in the Sim Suite. The post holder will be required to engage with any patients, relatives or carers who may see staff engaging in this education. They will need to describe what is happening, what the patient may see and why this is important. They may also provide written information.
- Act as a role model and provide accurate advice on both clinical and non-clinical matters (within the scope of professional conduct) for staff within the clinical setting where needed.
- Maintain clinical credibility by working in the clinical environment with staff caring for patients.
- Inspire colleagues to improve standards and quality through simulation training.
- Work with members of our local community / volunteers on occasions who are assisting in simulation training activity.
- The post holder could occasionally be required to liaise and work with members of the local community /volunteers/ expert patients who support for delivery of simulation education.
- The post holder will be expected to provide specialist advice, support and guidance in relation to the care of patients.
- Work with subject matter experts who are delivering the Patient Safety

#### **POLICY/SERVICE DEVELOPMENT**

- Contribute to writing and updating local policies in line with national standards (ASPiH).
- The post holder will be expected to contribute to identifying service policy enhancement and innovation.
- They may be asked to lead on the development and implementation of new methods of working, at the request / guidance of the service's senior team.
- The post holder will be asked to comment on other Trust policies / systems, which may impact beyond this service own area of activity.

#### **FINANCIAL/PHYSICAL RESOURCES**

- Support the Human Factors and Simulation Fellow (service lead) to ensure that all the resources within your area of responsibility are managed effectively, within budget constraints and in line with organisational policies and procedures.
- Contribute to generating bids for SFT with regards to simulation provision and resources.
- Contribute to designing and facilitating courses/programmes that will income generate.
- Support the Simulation Technician to ensure all equipment is serviced, maintained, and repaired, meeting Health and Safety legislation, COSHH and infection control regulations.
- Critically appraise simulation equipment when new or replacements required. Support the Simulation Technician to research marketing leading solutions and communicate with internal and external stakeholders to ensure the simulation service is equipped with the most effective hardware solutions.
- Support in the provision of effective use of the simulation facilities across SFT by tracking usage, occupancy and inventory of programmes and equipment.
- The use of high fidelity / complex equipment will require the post holder to be able to interpret "how to guides" in order to run the simulation equipment and trouble shoot common issues.

#### **HUMAN RESOURCES**

- Be responsible for own professional conduct and maintain professional development.

- Responsible for providing simulation-based education training programmes that are capable of evaluation.
- Provide leadership, mentorship and direction for other team members and staff practicing skills to deliver simulation-based education.
- Contribute to the development of a learning culture throughout the organisation supporting Trust policies.
- Be responsible to presenting a positive image of the Simulation Centre to all users and promoting it as a centre of excellence for educational and conference services.
- The post holder will be responsible for day to day management activities management activities (i.e. interview panel member, health roster updating, task allocation, undertake appraisal) for the Senior Simulation Technician
- A core function of this role is to support the development and delivery programmes for effective simulation delivery and for the teaching or devising of training and development programmes, as required.

### **INFORMATION RESOURCES**

- Maintain an accurate and comprehensive training database of simulation training.
- They will support the stake holders to ensure any activity carried out related to a patient safety event is captured in the learning action tab within the specific Datix. Or when in response to a trend of similar events it is captured for learning that these are linked in Datix to enable the activity to be reported through the central Patient Safety process.
- If during the delivery of simulation in the clinical setting latent threats are identified such as broken or missing equipment, a training need identified for staff a patient safety event form should be completed in Datix.
- A requirement and daily activity for the post is to use specialised computer software.
- The post holder will be required to populate the Simulation delivery dashboard. They may liaise with the wider Patient Safety administration team for support on adjustments to this dashboard as needed.
- Occasionally produce service delivery audit reports, at the request of the senior service team.

### **RESEARCH AND DEVELOPMENT**

- The service has been involved in external research activities; however, this is not a regular occurrence.
- The post holder will occasionally undertake specific research relating to service audits / practice.

### **PHYSICAL SKILLS**

- There is constant use of advanced technical equipment, requiring the post holder to use varied and IT skills, including keyboard skills; also applies to rapid changes in responding to either expected or unexpected practice to meet specified outcomes.
- Within their scope of practice the post holder may demonstrate specific skills that they are clinically competent in. For example, insertion of i-gels if they are an ALS provider, cannulation, a chest assessment.

### **PHYSICAL EFFORT**

- Physical effort required to move various items of equipment and resources when setting up for training within the centre or in other parts of the Trust.
- The role requires the candidate to move heavy equipment but is supported by an appropriate manual handling process. It does require frequent, short periods of moderate level of physical effort, as well as moving equipment around the main hospital site.



- The post holder may be asked to play the role of a patient actor.
- There is an occasional need to travel (including the loading and unloading of equipment) to deliver sessions at various community settings.
- The role will be predominately based at the RDUH (Worford Site) there will be a requirement to work across the whole Trust.

#### **MENTAL EFFORT**

- Frequent requirement for concentration when designing and facilitating simulation training.
- Ability to 'think on feet' if equipment fails or training requirements change at short notice.
- Interruptions are frequent leading to unplanned changes in work.

#### **EMOTIONAL EFFORT**

- Support learners in simulation training, providing a safe learning environment and be able to respond sensitively to any previous traumatic or emotional clinical experiences.
- Exposure to designing, facilitating emotional and distressing simulation scenarios and supporting candidates and faculty.
- Exposure to regular emotion / thought provoking situations / reactions when facilitating simulation training.
- The post holder will be exposed to variable emotional circumstances on a frequent basis due to the nature of debriefing (a daily core function of role). This may include participants becoming highly distressed / emotional / demonstrating signs of 'PTSD'; requiring the post holder to appropriately support the individual/team.

#### **WORKING CONDITIONS**

- Often working within the clinical environments, dealing with challenges that may arise.
- The post holder will have exposure to VDU use.

#### **OTHER RESPONSIBILITIES**

Take part in regular performance appraisal.

Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling

Contribute to and work within a safe working environment

You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection

As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust's disciplinary policy) up to and including dismissal.

You must also take responsibility for your workplace health and wellbeing:

- When required, gain support from Occupational Health, Human Resources or other sources.
- Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.
- Follow the Trust's health and wellbeing vision of healthy body, healthy mind, healthy you.
- Undertake a Display Screen Equipment assessment (DES) if appropriate to role.

#### **APPLICABLE TO MANAGERS ONLY**

Leading the team effectively and supporting their wellbeing by:

- Championing health and wellbeing.

- Encouraging and support staff engagement in delivery of the service.
- Encouraging staff to comment on development and delivery of the service.
- Ensuring during 1:1's / supervision with employees you always check how they are.

#### **DISCLOSURE AND BARRING SERVICE CHECKS**

This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake a Disclosure & Barring Service Disclosure Check.

#### **GENERAL**

This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.

Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

At the Royal Devon, we are committed to reducing our carbon emissions and minimizing the impact of healthcare on the environment, as outlined in our Green Plan available on our website. We actively promote sustainable practices and encourage colleagues to explore and implement greener ways of working within their roles.



# PERSON SPECIFICATION

<b>Job Title</b>	Human Factors & Simulation Practitioner
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Requirements	Essential	Desirable
<b>QUALIFICATION/ SPECIAL TRAINING</b>		
• Chartered member of a relevant professional body i.e NMC / HCPC.	✓	
• Teaching qualification or relevant experience	✓	
• BSc Degree in relevant field or relevant experience.	✓	
• RCUK- Immediate Life Support qualification	✓	
• RCUK - ALS Provider / Instructor		✓
• RCUK- GIC Instructor		✓
• Leadership course		✓
• Post registration qualification for speciality area.		✓
• Current NMC or HCPC professional qualification and registration	✓	
• Evidence of involvement in: <ul style="list-style-type: none"> <li>a) simulation practice</li> <li>b) clinical practice education</li> <li>c) human factors</li> </ul>	✓	✓ ✓
• Either have or demonstrate a willingness to work towards specialised qualifications in Simulation & Human Factors practice.	✓	
• Current RCUK ILS / ALS certification or prepared to undertake	✓	
• Resuscitation Council UK Instructor (ALS / APLS) or Instructor Candidate		✓
<b>KNOWLEDGE/SKILLS</b>		
• Knowledge of simulation-based education and standards.	✓	
• Understanding of human factors	✓	
• Clinically competent	✓	
• Clinical decision-making skills.	✓	
• Excellent communication and interpersonal skills	✓	
• Effective leadership and team building skills	✓	
• Critical appraisal skills	✓	
• IT literate	✓	
• Excellent planning and organisational skills	✓	
• Ability to develop professional relationships and collaborate at all levels within the organisation	✓	
• Assertiveness skills	✓	
• Team player and able to work autonomously and manage own workload	✓	
• Understand the principles and application of effective staff and budgetary management		✓
• Coaching and mentoring skills		✓
• Experience in developing educational programmes		✓
• Ability to use specific simulation equipment and software		✓
• Ability to manage & coordinate the creation of new training materials and courses based on sound analysis of training needs and evaluation		✓
• Excellent influencing & negotiating skills, able to influence leads & stakeholders		✓
<b>EXPERIENCE</b>		
• Proven post registration experience.	✓	
• Evidence of team leadership and change management.		✓

• Evidence of post registration continuous personal and professional development.	✓	
• Experience of developing policy, guidelines and managing resources.		✓
• Experience of supporting in the design and delivery of simulation based education.		✓
• Experience of undertaking audits & evaluation programmes		✓
• Experience of collecting & evaluating data		✓
• Experience of acting as a mentor / clinical supervisor	✓	
• Experience of working with Multi professional teams	✓	
• Previous experience of planning and organising training events		✓
<b>PERSONAL ATTRIBUTES</b>		
• Ability to communicate with all grades of clinical staff across the range of specialties	✓	
• Ability to work as a member of the team or individually	✓	
• Adaptability and flexibility	✓	
• Good time management and ability to prioritise workload	✓	
• Possess computer skills which enable the use of electronic blended learning tools	✓	
• Excellent organisational skills and attention to detail	✓	
• Excellent analytical problem-solving skills	✓	
• Able to create, build & maintain relationships at all levels	✓	
<b>OTHER REQUIREMENTS</b>		
• The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.	✓	
• Ability to travel to other locations as required.	✓	
• A full UK driving licence with access to a vehicle with the appropriate business insurances		✓

WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
<b>Hazards/ Risks requiring Immunisation Screening</b>					
Laboratory specimens	N				
Contact with patients	Y				
Exposure Prone Procedures	N				
Blood/body fluids	N				
<b>Hazard/Risks requiring Respiratory Health Surveillance</b>					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	Y		✓		
Respiratory sensitisers (e.g isocyanates)	N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	Y		✓		
Animals	N				
Cytotoxic drugs	N				
<b>Risks requiring Other Health Surveillance</b>					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m3)	N				
Noise (over 80dBA)	N				
Hand held vibration tools (=>2.5 m/s2)	N				
<b>Other General Hazards/ Risks</b>					
VDU use ( > 1 hour daily)	Y				✓
Heavy manual handling (>10kg)	Y			✓	
Driving	Y		✓		
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	Y			✓	
Mental Effort	Y				✓
Emotional Effort	Y				✓
Working in isolation	N				
Challenging behaviour	N				