**Job description**

EPR Principal Trainer

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| **Job title** | EPR Principal Trainer |
| **Reports to** | EPR Configuration Manager |
| **Department/ directorate** | EPR Programme |
| **Band** | Band 6 |
| **AfC reference** |  |

**Job overview**

As a principal trainer you provide support with the design, build and testing of the

Epic EPR system using your knowledge and experience to develop training packages and materials required for end user training to support the clinical transformation as part of this One Devon Implementation.

You will work closely with clinical, operational and admin colleagues from across Royal Devon University Healthcare NHS Foundation Trust, Torbay and South Devon NHS Foundation Trust and University Hospitals Plymouth as part of the One Devon Implementation Team ensuring Epic is implemented to deliver care in both a clinically and financially sustainable way throughout Devon

**Main duties of the job**

The Principal Trainer will work with Application Coordinators and Senior Application Coordinators to assist in the design and build of the assigned modules, thus becoming competent to design and deliver high quality training packages for those modules as follows.

 Assisting with the ongoing delivery, maintenance and quality improvement of the Trust’s electronic patient record (EPR) system within a designated team.

 Gaining an Epic qualification through successfully completing Epic’s relevant application certification and TED 300 training programme within a specified timeframe.

 Building a training curriculum and associated training materials in accordance with the agreed workflows and Epic EPR system.

 sourcing, writing and designing appropriate learning and development materials and interventions as required.

 Through specialist knowledge of the Epic system, lead and/or take ownership for development of specific key pieces of learning and development.

 Develop and provide specialist credential training on Epic system applications. The post holder will make a significant contribution to developing the digital maturity of the organisation through the successful delivery of the Epic training programme to support the re-engineering of business processes in conjunction with the service.

 Works with the Application Configuration team to design, develop and maintain the training programme for their application.

 Responsible for mastering both an Epic application and the specific workflows associated with that application.

 Participates in the design and build of Epic applications.

 Responsible for building, testing, and maintaining training environment

 Identify learning needs related to Epic systems.

 Attend and contribute positively to meetings as required.

 Contribute to harmonious team working.

 Maintain professional credibility and competence through appropriate CPD activity.

 Work with due and proper regard to current Health & Safety regulations.

**About your new team and department**

You will work within an application suited to your skills or experience as part of the One Devon Implementation team using your expert knowledge of pathways and processes to ensure the Epic EPR system is configured in a way that will deliver clinically safe patient care.

As part of the Implementation team you will be expected to work with colleagues from across the Programme Team and the wider One Devon organisations to ensure a truly collaborative and aligned implementation.

**Detailed job description and responsibilities**

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| **Communication and working relationships** |
| * Works closely with the assigned application configuration teams in defining, planning, implementing and evaluating the training required.
* Communicates highly complex application training principles and associated workflow to assigned Credential Trainers as part of implementation and go live.
* Presenting complex curriculum work (Epic software) in an easy to understand format to individuals and/or groups of Programme and/or Trust staff, including at senior and director level.
* Create extensive training documentation – including lesson plans, exercises, guides and tip sheets, and videos as required.
* Deliver specialist application training to Credential Trainers/Super users/groups of staff.
* Maintain regular communication with other configuration teams and relevant supplier staff.
* Work with the application configuration teams to provide feedback from training sessions that will impact on design and build work.
* Use conflict resolution strategies in response to barriers of understanding or acceptance faced by or from groups of staff.
* Develop and maintain effective networks and relationships with internal and external contacts.
* Work with the assigned Application Configuration teams to help to identify changes to working practices associated with the assigned application and encourage and advise Trust staff to accept these changes to improve efficiency, patient flow and/or patient experience.
* Maintain regular communication with the Training Manager, other Principal Trainers and End User Trainers.
* Maintain and develop relationships within Internal clients and external Epic stakeholders
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| **Analytical and judgement** |
| * Ensure that the Epic system is configured, and/or associated training materials produced, to meet new ‘best practice’ ways of working, in order to achieve cost-saving benefits and improved workflow processes, whilst working to relevant legal and regulatory frameworks and seeking assistance from the Senior Application Co-ordinator/Analyst or Configuration Manager when required
* Analyse and document simple to complex clinical and administrative workflows (user requirements), information, data collection and/or reporting requirements and use this information to configure the designated Epic module, and/or to produce the training curriculum and related training materials, to meet these requirements;
* Analyse and review training progress and variances to define recommendations to maintain schedules and raise any risks or issues highlighted through training to the appropriate level.
* Investigate SMEs knowledge of application area and workflow and align to the configuration and training design process.
* Expert and specialist knowledge in the assigned application area and address questions from end users and stakeholders regarding the application.
* Log issues as they arise and update administration systems accordingly. Liaise with colleagues and the supplier to achieve resolution and escalate unresolved issues through the Application Configuration team or Training Manager as appropriate.
* Self-teach from Epic Training Environments and Documentation (TED) courses.
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| **Planning and organisation** |
| * Plan the design and development of specialist application training materials
* Be responsible for own area of work, planning and organising workload to meet multiple and often conflicting deadlines.
* Meet regularly with the Configuration Manager and/or Training Manager to negotiate with, review and prioritise the scope of the applications/infrastructure/training curriculum in accordance with Trust plans.
* Develop, update and amend a training plan for the assigned applications as part of go-live, ensuring that resources are available.
* Work with the Training Manager to ensure a robust and sustainable BAU training plan that addresses all type of staff.
* Meet regularly with the assigned Application Configuration team to review and prioritise the scope of application delivery.
* Prioritise own workload and work to set goals both independently and as a member of a team
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| **Physical skills** |
| * Advanced keyboard skills.
* Ability to carry and move audio visual and training materials.
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| **Patient and client care** |
| * Contact with patients is incidental, although there may be work required in clinical areas to understand as is and to be processes effectively.
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| **Policy and service development** |
| * Produce local training protocols/SOPs and other materials for assigned application which impact across the Trust.
* Review training protocols/SOPs and suggest changes/improvements where appropriate
* Gain feedback on learning and bring that to the evaluation process so it can be captured in reporting.
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| **Finance, equipment and other resources** |
| * Responsible for the safe use of IT equipment issued by the Trust i.e. Trust Laptop and related hardware
* Responsible for the safe use of office equipment
* Responsible for the care of Trust end user devices whilst delivering training.
* Ensure that the Epic system is configured, and/or associated training materials produced, to meet new ‘best practice’ ways of working, in order to achieve cost-saving benefits and improved workflow processes.
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| **People management and training** |
| * Provide training in own discipline.
* Teach deliver specialist training to Credential Trainers and Trust staff.
* Operational supervision of Credential Trainers. This may include work allocation, supporting, checking and mentoring as appropriate
* Develop and deliver specialist credential training on Epic application systems
* Contribute to the development, delivery and evaluation of effective learning/development opportunities for Epic applications across the Trust.
* Ensure efficient and timely delivery of learning opportunities and achievements of set targets for Epic applications across the Trust.
* Responsible for interpreting workflows to enable the design and development of training materials for Epic applications end-user training; Training additional credential trainers to assist with end-user training.
* Design and develop all learning with a blended learning mindset and approach and ensure we maximise the opportunity to use in house resources and partner with fellow Trusts.
* Work in partnership with staff to plan and deliver agreed training interventions
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| **Information technology and administrative duties** |
| * To gather and manipulate data and/or run statistical reports (using formulae) or other documentation on training activity as required for the EPR Programme Implementation team.
* To contribute to the design of assigned applications.
* Ensure that all generated documentation is fit for purpose, accepted and retained in line with Trust processes.
* Create and modify complex Learning materials to support virtual and classroom training packages, ensuring accuracy and adhering to style guides/templates.
* Maintain necessary and relevant records to assist with compliance with professional, Epic accreditation and legislative governance requirements
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| **Research and development** |
| * Work with the assigned Application Configuration teams to develop training scripts against patient scenarios across patient pathways.
* Ensure training activity is completed, tracked and is consistent with published deadlines.
* To undertake training (in the UK and/or overseas) and, within five months of start date, become qualified in at least one Epic application.
* Self-teach from supplier manuals to solve problems in build/reporting/testing.
* Responsible for building, testing, and maintaining training environment
* Ensure validation and audits against new workflows for Epic training.
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| **Freedom to act**  |
| * Work in a complex and unstructured multi-disciplinary environment and be able to act autonomously using own initiative to plan and organise workload, referring to the Training Manager/Configuration Manager when necessary for advice and support.
* Work in a complex and unstructured multi-disciplinary environment; be able to act with minimum guidelines.
* Be an expert in the application area;
* Delivers specialist training and demonstrations to staff.
* Work with the assigned Application Configuration team to ensure training materials are up to date and reflect current builds
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**Person specification**

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| **Job title** | Principal Trainer |

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| **Attributes** | **Essential** | **Desirable** | **How tested\*** |
| **Qualifications and training** | * Educated to degree level or equivalent experience and hold a professional qualification in a relevant field e.g. Learning & Development
* IT Certificate in one of the following: ECDL, CLAIT, BTEC, IBT, GCSE or A level or other recognized IT qualification.
* Teaching Certificate in one of the following: Cert Ed (Diploma), Post Graduate Certificate Education, C&G 7407, C&G CTLLS 6304, C&G DTLLS 6305 or equivalent
 | * Epic Certification\*

\*NB Epic certification must be achieved within 5 months of start date. Training may be undertaken in the USA and therefore the ability to travel to this destination is essential. | A / I  |
| **Knowledge and experience** | * Able to design learning materials with clear aims and objectives
* Formal or small group learning delivery or facilitation skills
* Ability to deliver and present complex curriculum work (Epic software) in an easy to understand format to individuals and/or groups, including at senior and director level.
* Excellent organizational, presentation, planning, and communication skills (verbal and written)
* Excellent interpersonal skills and ability to create rapport
* Expert user of Microsoft Office packages
* Advanced keyboard skills
* Ability to make decisions based on complex facts or situations requiring analysis, interpretation or comparison or a range of options
* Able to prioritise tasks to achieve deadlines whilst working under pressure and with frequent interruptions.
* Good analytical and project management skills
* Knowledge of e-learning development software
* Knowledge of eLearning platforms i.e. ESR or Moodle
* Previous NHS experience
* Expert User of IT equipment including laptops, projectors and tablets
* Experience of designing learning materials
* Experience of delivering learning or facilitation
* Delivery of training one to one and or large groups
* Working with staff from multidisciplinary staff groups
* Experience of training adults with mixed abilities
* Developing high quality training materials
* Undertaking training needs assessments
* Course/student assessment and evaluation
* Experience in delivering virtual classroom lessons
* Multimedia presentations
* Demonstrable ability to plan ahead and prioritise multiple complex tasks.
* Proven hands on teaching experience within relevant IMT environment including training delivery as the major part of the role
 | * Knowledge and experience of NHS systems
* Knowledge of clinical systems
* Knowledge of NHS operational processes and NHS policies and procedures
* Theories and techniques of effective adult learning
* Ability to impart knowledge in a clear and concise manner
* Ability to evaluate courses at various levels
* Report writing skills
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| **Specific skills** | * Able to prioritise tasks, work on own initiative and manage own workload
* Excellent communication skills both written and verbal.
* Proven experience in the ability to interact with personnel at all levels both clinical and non-clinical within healthcare
* Be enthusiastic, responsive to new demands, willing to learn new skills and welcome change
* Demonstrate the ability to plan and organise effectively
* Excellent interpersonal skills and professional presentation
* Ability to produce and deliver, or receive and process, detailed complex and highly sensitive information.
* Self-motivated and able to take responsibility for decisions
* Has good insight and the ability to respond well to constructive criticism
* Team player
* Logical and pragmatic approach to problem solving
* Proven ability to work under significant pressure with competing priorities
* Personal credibility, with ability to quickly gain the confidence of others.
* Honesty, openness and integrity
* Able to cope with unpredictable and intense circumstances
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| \*Assessment will take with reference to the following informationA = Application form I= Interview T= Test C=Certificate |

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| **Physical effort** | * Ability to carry IT equipment, laptops, projectors etc.
* Advanced keyboard skills.
* Standing for long periods during training.
* Using keyboard/mouse for long periods
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| **Mental effort** | * The post will require prolonged concentration for long periods of time whilst working on training plans, building curriculum and writing training materials.
* The post will require the ability to maintain concentration whilst being interrupted to resolve both technical questions and system problems.
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| **Emotional effort** | * Exposure to distressing circumstances is rare.
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| **Working conditions** | * Exposure to unpleasant working conditions is rare.
* Able to travel to various sites to suit the requirements of the role.
* Postholder will predominantly work in an office environment however some home working will be supported.
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