NHS
Royal Devon
University Healthcare
NHS Foundation Trust

"Our vision is to provide safe, high quality seamless service delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust Values"

JOB DETAILS

Job Title	Trainer
Reports to	Digital Training Manager
Band	5
National Job Profile used	IM&T Analyst/ Technician Higher Level
Department/Directorate	Clinical Digital Services Division

JOB PURPOSE

The Clinical Digital Services Division aims to develop a culture of continual service improvement. The post holder will support managers to develop this culture.

The purpose of this role is to deliver applications training to RDUH acute and community healthcare professionals, across various healthcare locations providing an efficient and accessible training service.

The Clinical Digital Training Team provides a progressive and responsive service across the whole of the RDUH including the Community. Importance is placed on team working to ensure a consistent approach to training delivery, access to training and the sharing of best practice. The adaptable approach of team members is an essential element in supporting the Trust in implementing its Digital strategy.

The post-holder will make a significant contribution to service development and modernisation programme of the NHS through the successful delivery of Clinical Digital Services Division's programmes, projects, support and the re-engineering of business processes in conjunction with the service.

KEY WORKING RELATIONSHIPS
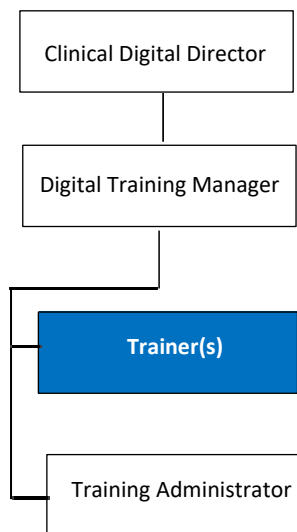
Internal to the Trust	**External to the Trust**
Trust Service Managers	External Clients and Partners
Information Asset Owners	3rd Party Service and Solution Providers
Caldicott Guardian(s)	NHS Digital and NHSX
Subject Matter Experts (SMEs)	NHS England and NHS Improvement
RDUH Talent and Learning Team	Colleagues in other NHS and Social Care
Clinical Digital Department	organisations
Digital Services Department	
Procurement	
Estates and Facilities team	
Communications and Engagement	
Internal Committees and	

| Governance meetings
Clinician Staff
Trust IM&T User Base | |

ORGANISATIONAL CHART

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                    ┌─────────────────────────┐
                    │ Clinical Digital Director │
                    └─────────────────────────┘
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                    ┌─────────────────────────┐
                    │ Digital Training Manager │
                    └─────────────────────────┘
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              ┌──────────────────┤
              │      ┌─────────────────────────┐
              │      │        Trainer(s)        │
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              └──────────────────┤
                     ┌─────────────────────────┐
                     │  Training Administrator  │
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KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

- Key responsibilities of the role is to deliver applications training to RDUH acute and community healthcare professionals, across various healthcare locations providing an efficient and accessible training service;
- To provide a progressive and responsive service across the whole of the RDUH including the Community, to ensure a consistent approach to training delivery, access to training, team working and the sharing of best practice;
- To supporting the Trust in implementing its Digital Services strategy.

COMMUNICATION/RELATIONSHIP SKILLS

- Provide education and training throughout the RDUH and Community, including Data Protection, IT Security and Caldicott confidentiality guidelines;
- Actively participate in team meetings and take turns with team colleagues in running the Comm cell;
- Actively participate in continuous professional development (CPD) "train the trainer" sessions, both as a trainee and on occasion as trainer, to share information. Attend, and deliver to colleagues, refresher training sessions as required.

ANALYTICAL/JUDGEMENTAL SKILLS

- Ensure attendees are appropriately booked, slots on courses fully utilised and attendance records/training outcomes are recorded accurately and timely on the Learning Management System (LMS), working closely with other Trust Trainers, Implementation Teams and the Training Administrator as required;
- To accurately update and maintain the LMS with course information;
- Assess user competence during training identifying and take action where staff fail to

achieve the required level. Actions include completing a report or recording a Datix incident. Ensure both the Training Manager and appropriate line manager are informed;

- Identify complex user queries and take appropriate action to resolve these in conjunction with colleagues/Super Users/Digital Training Manager;
- Fully participate in peer observations offering supportive and constructive feedback to Training colleagues.

PLANNING/ORGANISATIONAL SKILLS

- To provide support based on expert knowledge of Trust applications and operational processes in order to deliver high quality, effective and timely training to multidisciplinary end users;
- To travel to locations throughout the South West to deliver training and support to RDUH, Community healthcare professionals and their partners;
- To provide cover in the event of sickness and/or annual leave to ensure the continuity of service is maintained across the RDUH and Community sites and cancellation of training sessions are kept to an absolute minimum;
- Respond effectively and within the Trust agreed target timescales to end user support queries logged on Teams, Mailbox and IT Service Desk.

PHYSICAL SKILLS

- To setup IT training equipment at training venues (lifting and carrying is involved).

PATIENT/CLIENT CARE

- To provide support based on expert knowledge of Trust applications and operational processes.

POLICY/SERVICE DEVELOPMENT

- Support end users to achieve required competency of Trust application(s), using pre-determined course materials. Where appropriate make Trust managers aware of areas of concern;
- In conjunction with the Digital Training Manager ensure effective training timetables are implemented along with robust processes for accurately recording and reporting user attendance;
- There will be a requirement to deliver training outside of normal working hours, evenings and weekends;
- Review and evaluate end user feedback identifying constructive ideas for improving future delivery/content. Ensure changes continue to meet business needs;
- In conjunction with Principal Trainers produce and ensure personal course/lesson plans are relevant, up to date and in line with current practice and policies;
- Maintain accurate training records for audit purposes. Extract and customise reports from the LMS for Service Level Agreement (SLA) and management purposes as required.

FINANCIAL/PHYSICAL RESOURCES

- Safe use of own and others IT equipment.

HUMAN RESOURCES

- Support end users to achieve required competency of Trust application(s), using pre-determined course materials;
- To deliver training and eLearning support as necessary on a one to one basis or in a larger group environment dependent upon service requirements using a blended learning approach wherever possible.

INFORMATION RESOURCES

- All staff have a responsibility for data quality and for ensuring all data, both written and electronic, is recorded accurately and in a timely manner;
- In conjunction with the Training Manager ensure effective training timetables are implemented along with robust processes for accurately recording and reporting user attendance.

RESEARCH AND DEVELOPMENT

- Successfully undertake Epic systems training and pass assessments/evaluation to become a 'Credentialed' EPIC trainer within a specified timeframe;
- Keep up to date with new technologies and training methodologies and techniques through research or attendance at relevant National or Regional events/meetings and IT user groups;
- Undertake external professional development training courses as required for the job role.

FREEDOM TO ACT

- As part of a team, develop high quality, up to date and easy to follow end user training materials using the corporate style and appropriate format. This includes manuals, teaching aids, PowerPoint presentations, Quick Reference leaflets, eLearning packages and WebEx. Ensure sign off from subject matter experts prior to release.

OTHER RESPONSIBILITIES

To take part in regular performance appraisal.

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

To contribute to and work within a safe working environment.

The post holder is 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.

THE TRUST- VISION AND VALUES

Our vision is to provide safe, high quality seamless services delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust values. Our Trust values are:

Honesty, Openness & Integrity
Fairness,
Inclusion & Collaboration
Respect & Dignity

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 pay staff fairly and recognise the whole staff's commitment to meeting the needs of our patients.

We are committed to equal opportunity for all and encourage flexible working arrangements including job sharing.

We are committed to recruiting and supporting a diverse workforce and welcome applications from all sections of the community, regardless of age, disability, gender, race, religion, sexual orientation, maternity/pregnancy, marriage/civil partnership or transgender status. We expect all staff to behave in a way which recognises and respects this diversity, in line with the appropriate standards.

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.

The RDUH is a totally smoke-free Trust. Smoking is not permitted anywhere on Trust property, including all buildings, grounds and car parks. For help to quit call: 01392 207462.

POST	Trainer
BAND	5

Requirements	Essential	Desirable
QUALIFICATIONS / TRAINING		
• Degree in a subject which incorporates skills relevant to the post, or equivalent professional experience, skills and training	X	
• Electronic Patient Record (Epic) Systems Training certificate (training given in post)*		X
• IT Certificate in one of the following:	X	
• ECDL, CLAIT, BTEC, IBT, GCSE or A level or other recognised IT qualification, or equivalent experience and confidence in using technology	X	
• Qualification in eLearning, minimum diploma level		X
• Teaching Certificate, or experience in delivering training to adult learners within a hospital (acute or community) setting		X
*NB: Epic certification of at least one application module must be achieved within 6 months of start date. Increasing to a minimum of three at 16 months		
KNOWLEDGE / SKILLS		
• Excellent presentation, planning, interpersonal and communication skills (verbal and written)	X	
• Expert user of Microsoft Office packages	X	
• Previous NHS experience		X
• Knowledge of NHS systems	X	
• Knowledge of NHS operational processes		X
• Theories and techniques of effective adult learning	X	
• Ability to present information and/or deliver training to senior staff		X
• Use of NHS clinical and business applications	X	
• Use of IT equipment including laptops, projectors and tablets	X	
• Electronic Patient Record (Epic) systems knowledge in at least one module		X
EXPERIENCE		
• Delivery of training one to one and/or to large groups	X	
• Working with staff from multidisciplinary staff groups	X	
• Experience of training adults of mixed abilities	X	
• Undertaking training needs assessments	X	
• Course/student assessment and evaluation	X	
• Experience in delivering virtual classroom lesson	X	
• Conducting multimedia presentations	X	
• Current and substantive experience in delivering training to colleagues or new starters within a digital, administrative or clinical environment setting	X	
PERSONAL ATTRIBUTES		
• A willingness/ability to learn and train in new topics/ applications	X	
• Able to adapt to changes in procedures and job roles	X	
• Positive attitude	X	

• Self-motivated with an ability to motivate others	X	
• Ability to work both as a member of a team and independently	X	
• Smart appearance	X	
• Ability to prioritise and organise work to effectively manage own time	X	
• Ability to clearly and calmly explain sometimes complex IT processes to non-IT staff	X	
• Ability to actively listen and ensure learner focus	X	
• Receptive and open to feedback	X	
• Committed to self-development	X	
OTHER REQUIREMENTS		
• Demonstrates ambition and clear personal career planning	X	
• Ability to carry IT equipment, laptops, projectors etc.	X	
• Advanced keyboard skills	X	
• Using Display Screen Equipment for long periods	X	
• Flexibility and ability to work early mornings, evenings and weekends, as required, to support service needs and to enable delivery of training to all staff in the acute and community settings	X	
• Requirement to travel to other sites as required	X	

WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	N				
Exposure Prone Procedures	N				
Blood/body fluids	N				
Laboratory specimens	N				
Hazard/Risks requiring Respiratory Health Surveillance					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	N				
Respiratory sensitisers (e.g isocyanates)	N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	N				
Animals	N				
Cytotoxic drugs	N				
Risks requiring Other Health Surveillance					
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				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y				X
Heavy manual handling (>10kg)	Y		X		
Driving	Y		X		
Food handling	N				
Night working	Y	X			
Electrical work	N				
Physical Effort	Y		X		
Mental Effort	Y				X
Emotional Effort	Y	X			
Working in isolation	Y	X			
Challenging behaviour	N				

COMPETENCY REQUIREMENTS

To be completed for all new positions
Please tick which of these essential learning s is applicable to this role
(**NB** those that are mandatory for all staff with no variation on frequency are pre-populated with a tick)

Safeguarding Children	Group 1	☐	Blood Transfusion	BDS18 collection	☐	Consent Training	☐
	Group 2	☐		BDS 19 & 20 Preparing & Administering	☐	VTE Training	☐
	Group 3	☐		BDS 17 Receipting	☐	Record management and the nhs code of practice	☐
	Group 4	☐		Obtaining a blood sample for transfusion	☐	The importance of good clinical record keeping	☐
	Group 5	☐		Annual Update	☐	Antimicrobial Prudent Prescribing	☐
	Group 6	☐				Control & Restraint Annual	☐
Not mapped this one		☐	Safeguarding Adults Awareness	Clinical Staff	☐	Mental Capacity/DOL's	☐
	Group 8	☐		Non Clinical Staff	☐		
Manual Handling – Two Year		☑	Falls, slips, trips & falls	Patients	☐		
Equality & Diversity – One-Off requirement		☑		Staff/Others	☐		
Fire	Annual	☑	Investigations of incidents, complaints and claims		☐		
	Two Yearly	☐	Conflict Resolution – 3 yearly		☐		
Infection Control/Hand Hygiene	Annual requirement	☐	Waterlow		☐		
	One-Off requirement	☐	PUCLAS		☐		
Information Governance		☑	Clinical Waste Management	Application principles for clinical staff	☐		
Harassment & Bullying (Self Declaration – One off requirement)		☑		Application principles for housekeeping	☐		
				Application principles for portering and waste	☐		