

JOB DESCRIPTION

JOB DETAILS	
Job Title	Principal Trainer
Reports to	Configuration Manager
Band	Band 6 (Subject to formal matching)
Department/Directorate	Clinical Digital

JOB PURPOSE
As a Principal Trainer, you will play an integral part in ensuring training packages for the One Devon Acutes EPR are delivered to support the underpinning clinical transformation. 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.

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
The Principal Trainer will work with Application Analysts and Senior Application Analysts 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 knowledge of the Epic system develop specific key pieces of learning and development. - Develop and provide credential training on Epic system applications. The post holder will contribute 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. - You will work within an application within the One Devon Acute's EPR team using your knowledge of pathways and processes to ensure the Epic EPR training is delivered in a way that will enable clinically safe patient care. - As part of the One Devon Acute's EPR team, you will be expected to work with colleagues from One Devon Acute's EPR and digital and operational colleagues within Royal Devon University Healthcare NHS Foundation Trust, Torbay and South Devon NHS Foundation Trust and University Hospitals Plymouth to ensure a truly collaborative and aligned implementation. - If required, participate in 24/7 On call rota support to provide agreed service levels for their respective areas and ensure necessary cover to support Priority 1 failure. - Undertaking additional project work as part of the Epic application

KEY WORKING RELATIONSHIPS
Areas of responsibility: Training delivery for EPIC across the One Devon Acute Trusts 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
• Divisional Director - Clinical Digital Services • Chief Clinical Information Officer • Chief Nursing Information Officer • Associate CNIO / Clinical Safety Officer • NMAHP Information Officers team • Medical Information Officers team • EPR Head of Design and Delivery • Senior Configuration Managers • One Devon Acutes EPR Configuration team • Training Managers • Digital Services, Data & Analytics • Associate Director for Transformation • Care Group Directors • Care Group Directors of Patient Care • Care Group Deputy Medical Directors • Corporate Directors • Care Group senior leadership teams • Leads for Patient Safety and Patient Experience • Senior Nursing and Allied Health Professionals staff • Care Group Managers and management teams • Staff side representatives	• Epic • Wider Devon ICS Partners – Providers, Local Authority and ICB • External Suppliers/ consultants • Other NHS Trusts; • NHS England • Department of Health and Social Care • External suppliers

ORGANISATIONAL CHART



FREEDOM TO ACT

- Work in a complex multi-disciplinary environment, in collaboration with colleagues, to broad occupational policies, as an Epic EPR subject matter expert;
- Works to achieve agreed objectives and is given freedom to do this working within clinical digital and organisational policies;
- Acts as a lead specialist for area of application expertise;
- Manages their own workload and makes informed decisions in the absence of required information, working to tight and often changing timescales;
- Works closely with Credentialed Trainers and other trainers to ensure training is delivered that accurately reflects the Epic build;
- Ensure system training aligns with 'best practice' standards to achieve cost savings and improved outcomes, in compliance with legal and regulatory frameworks.
- Works in a complex multi-disciplinary environment, developing expertise in the application area in relation to training and related configuration;
- Works within agreed plans of work and within directorate SOPs to deliver training packages, upgrade training and bespoke training as required.

COMMUNICATION/RELATIONSHIP SKILLS

- Works closely with the assigned application configuration teams in defining, planning, implementing and evaluating the training required.
- Communicates complex application training principles and associated workflow to assigned Credential Trainers and trainers for ongoing delivery of the One Devon Acutes EPR.
- 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; This will include presenting to large groups (often >25 people).
- Develop and maintain regular communication and effective networks with the Training Manager, other Principal Trainers and End User Trainers.
- Configuration team colleagues, and other internal and external stakeholders including 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;
- 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;
- Handle change management issues professionally and sometimes in difficult or challenging situations where there is resistance to change.

ANALYTICAL/JUDGEMENTAL SKILLS

- Based on requirements from Epic system upgrades, new builds and Service User requests, 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
- Using specialist knowledge and experience of application, act upon incomplete information to understand and interpret requirements and support decision making.
- 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;
- Provide specialist advice and guidance in the assigned application area and address questions from end users and stakeholders regarding the application;
- Critically evaluate training packages and configuration to ensure both meet requirements of the One Devon Acutes EPR
- Proficient in testing workflows for designated configuration area

PLANNING/ORGANISATIONAL SKILLS

- Work with relevant Clinical Informatics Officers to plan, schedule and organise the delivery of complex training programmes that meet the requirements for all the One Devon Acutes
- Plan and organise own workload to meet multiple and often conflicting deadlines
- Meet regularly with the Configuration manager and Training Managers to ensure planned delivery schedules meet operational requirements. Ensuring curriculums and training materials meet operational needs
- Meet regularly with the assigned Application Configuration team to review and prioritise the scope of application delivery
- Utilise feedback effectively to update and amend plans within assigned area of work.
- Ensure delivery of agreed work to tight deadlines, prioritising own workload
- Ensure training activity is completed, tracked and is consistent with published deadlines;

PATIENT/CLIENT CARE

- Contact with patients is incidental.

POLICY/SERVICE DEVELOPMENT

- Propose changes to the application training requirements and appropriate policy as necessary giving feedback and information gathered from training sessions with operational staff
- Ensure compliance to relevant standard operating procedures, policies and change control mechanisms.
- Work with Trainers to incorporate feedback from training sessions into future developments or make urgent changes to build as appropriate.
- Understand and create training materials on reporting dashboards

FINANCIAL/PHYSICAL RESOURCES

- Responsible for the safe use of IT equipment issued by the Trust.

HUMAN RESOURCES

- Main role responsibility is to ensure robust delivery of specialist application training to trainers, including training to end users
- Create extensive training documentation – including lesson plans, exercises, guides and tip sheets, and videos as required.
- Deliver bespoke application training to Credential Trainers/Super users/groups of staff;
- Self-teach from Epic Training Environments and Documentation (TED) courses.
- Design and develop specialist training materials;
- Undertake training (in the UK and/or overseas) and, within five months of training date, become qualified in at least one Epic application;

INFORMATION RESOURCES

- Key responsibility to significantly contribute to building, testing, and maintaining the training environment
- Gather and manipulate data and regularly run statistical reports (using formulae) or other documentation on training activity.
- 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
- 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;

RESEARCH AND DEVELOPMENT

- Work with the assigned Application Configuration teams to develop training scripts against patient scenarios across patient pathways;
- Ensure validation and audits against new workflows for EPIC/MYCARE training

PHYSICAL SKILLS

- Advanced keyboard skills

PHYSICAL EFFORT

- A combination of sitting, standing and walking with little requirement for physical effort.
- The post requires travelling for meetings in various venues and office-based work;
- Lift and carry IT and training equipment on an occasional basis.

MENTAL EFFORT

- Frequent periods of concentration required for designing training packages, and reviewing complex workflows and configuration of the EPR system
- Being able to multitask on several complex issues with conflicting priorities
-

EMOTIONAL EFFORT

- Exposure to distressing or emotional circumstances is rare

WORKING CONDITIONS

- VDU user.

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 (DSE) if appropriate to role.

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 minimising 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

Job Title	Principal Trainer
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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
Educated to degree level or equivalent experience and hold a professional qualification in a relevant field e.g. Learning & Development	E	
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	E	
Epic Certification* *NB Epic certification must be achieved within 5 months of training date		D
KNOWLEDGE/SKILLS		
Proficient in designing learning materials with clear aims and objectives	E	
Ability to lead formal or small group learning delivery or facilitation skills	E	
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;	E	
Excellent organisational, presentation, planning, and communication skills (verbal and written)	E	
Excellent interpersonal skills and ability to create rapport	E	
Intermediate user of Microsoft Office packages	E	
Advanced keyboard skills	E	
Ability to make decisions based on complex facts or situations requiring analysis, interpretation or comparison or a range of options	E	
Able to prioritise tasks to achieve deadlines whilst working under pressure and with frequent interruptions.	E	
Good analytical and project management skills	E	
Knowledge of e-learning development software		D
Knowledge of eLearning platforms i.e. ESR or Moodle		D
Previous NHS experience		D
Knowledge of clinical systems		D
Knowledge of NHS systems, operational processes and NHS policies and procedures		D
Proficient user of IT equipment including laptops, projectors and tablets	E	
Able to deliver training one to one and or large groups	E	
Report writing skills		D
EXPERIENCE		
Experience in designing learning materials	E	
Experience in delivering learning or facilitation	E	
Working with staff from multidisciplinary staff groups	E	
experience of teaching adults of mixed abilities and educational backgrounds	E	
Training needs assessments experience	E	
Experience in course/student assessment and evaluation	E	
Able to deliver virtual classroom lessons	E	
Able to create multimedia presentations	E	

• Demonstrable ability to plan ahead and prioritise multiple complex tasks.	E	
• Proven hands-on teaching experience within relevant IMT environment including training delivery as the major part of the role	E	
PERSONAL ATTRIBUTES		
• Able to prioritise tasks, work on own initiative and manage own workload	E	
• Confident to impart knowledge in a clear and concise manner	E	
• Excellent communication skills both written and verbal.	E	
• Ability to interact with personnel at all levels both clinical and non-clinical within healthcare	E	
• Be enthusiastic, responsive to new demands, willing to learn new skills and welcome change	E	
• Skilled and demonstrable ability to plan and organise effectively	E	
• Ability to produce and deliver, or receive and process, detailed complex and highly sensitive information.	E	
• Self-motivated and able to take responsibility for decisions	E	
• Good insight and the ability to respond well to constructive criticism	E	
• Team player	E	
• Logical and pragmatic approach to problem solving	E	
• Proven ability to work under significant pressure with competing priorities	E	
• Personal credibility, with ability to quickly gain the confidence of others.	E	
• Able to cope with unpredictable and intense situations	E	
OTHER REQUIREMENTS		
• The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.	E	
• Ability to travel to other locations as required.	E	

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				
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)	N				
Driving	N				
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	Y		x		
Mental Effort	Y				x
Emotional Effort	Y	x			
Working in isolation	Y	x			
Challenging behaviour	Y		x		