

JOB DESCRIPTION

JOB DETAILS

Job Title	Digital Trainer
Reports to	Digital Training Manager
Band	5
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 RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

The key result areas for the role are described in the following sections:

1. Key responsibilities of the role are to deliver applications training to RDUH acute and community healthcare professionals, across various healthcare locations providing an efficient and accessible training service
2. 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
3. To support the Trust in implementing its Digital Services strategy.

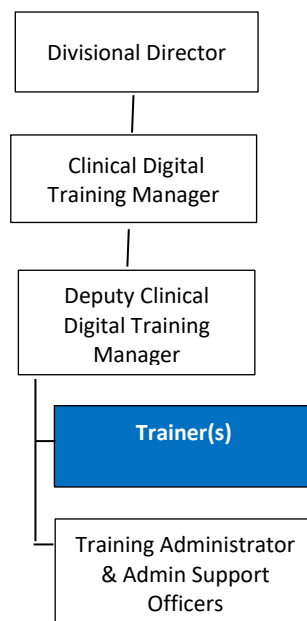
KEY WORKING RELATIONSHIPS

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
- Trust Service Managers - Epic Information Officers and Subject Matter Experts (SMEs) - Epic Users and Security - RDUH Workforce Development - Clinical Digital Services Department - Digital Services Department - Procurement - Estates and Facilities team	- External Clients and Partners - University Placement teams - Third Party Service and Solution Providers - NHSE

• Communications and Engagement • Internal Committees and Governance meetings • Governance • Clinician Staff • Service Desks/Application Support • Trust IM&T User Base • Any other internal service or Department requiring EPR system Related access	• Colleagues in other NHS and Social Care organisations
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ORGANISATIONAL CHART



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. Ensure sign off from subject matter experts prior to release.

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 ServiceDesk

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 Digital 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.

PHYSICAL SKILLS

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

PHYSICAL EFFORT

- Long periods of time at a VDU
- Long periods of time in a classroom

MENTAL EFFORT

- Continuous Professional Development, CPD, learning workflows and new materials for applications- initially daily, then less frequently as new applications are mastered.
- High levels of concentration in the classroom delivering training – daily
- Supporting the creation of new and existing training materials - weekly
- Supporting questions and queries through Service Desk tickets – as required

EMOTIONAL EFFORT

- Supporting learners in the classroom, dealing with learners' anxieties and stresses
- Working as part of a team

WORKING CONDITIONS

- Office/ classroom based work, which may be in hot desking environment

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.

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	Digital Trainer (Epic Credentialed End User Trainer, CT)
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Requirements	Essential	Desirable
QUALIFICATIONS / TRAINING		

- Degree in a subject which incorporates skills relevant to the post, or equivalent professional experience, skills and training - Electronic Patient Record (Epic) Systems Training certificate (training given in post)* - IT Certificate in one of the following: ECDL, CLAIT, BTEC, IBT, GCSE or A level or other recognised IT qualification, or equivalent experience and confidence in using technology - Qualification in eLearning, minimum diploma level - Teaching Certificate, or experience in delivering training to adult learners within a hospital (acute or community) setting *NB: Epic certification of at least one application must be achieved within 3 months of start date. Increasing to a minimum of three at 12 months.	X X X	X X
KNOWLEDGE / SKILLS - Excellent presentation, planning, interpersonal and communication skills (verbal and written) - Expert user of Microsoft Office packages - Previous NHS experience - Knowledge of NHS systems - Knowledge of NHS operational processes - Theories and techniques of effective adult learning - Ability to present information and/or deliver training to senior staff - Use of NHS clinical and business applications - Use of IT equipment including laptops, projectors and tablets - Electronic Patient Record (Epic) systems knowledge in at least one module	X X X X X X	X X X X
EXPERIENCE - Delivery of training one to one and/or to large groups - Working with staff from multidisciplinary staff groups - Experience of training adults of mixed abilities - Undertaking training needs assessments - Course/student assessment and evaluation - Experience in delivering virtual classroom lessons - Conducting multimedia presentations - Current and substantive experience of delivering training to colleagues or new starters within a digital, administrative or clinical environment setting	X X X X X X X X X	
PERSONAL ATTRIBUTES - A willingness/ability to learn and train in new topics/ applications - Able to adapt to changes in procedures and job roles - Positive attitude - Self-motivated with an ability to motivate others - Ability to work both as a member of a team and independently - Smart appearance - Ability to prioritise and organise work to effectively manage own time - Ability to clearly and calmly explain sometimes complex IT processes to non-IT staff - Ability to actively listen and ensure learner focus	X X X X X X X	

• Receptive and open to feedback • Committed to self-development	X X X	
OTHER REQUIREMENTS • Demonstrates ambition and clear personal career planning • Ability to carry IT equipment, laptops, projectors etc. • Advanced keyboard skills • Using Display Screen Equipment for long periods • 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 • Requirement to travel to other sites as required	X X X X X X	

		FREQUENCY			
		(Rare/ Occasional/ Moderate/ Frequent)			
WORKING CONDITIONS/HAZARDS		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		☐		
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	☐		

