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D E S C R I P T I O N

***“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”***

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| **JOB DETAILS** | |
| **Job Title** | Physical Interventions Trainer |
| **Reports to** | Security and Training Manager |
| **Band** | 5 |
| **Department/Directorate** | Security / Facilities |

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| **JOB PURPOSE** | |
| To facilitate and assist with the planning, preparation and delivery of staff training programmes ranging from the use of de-escalation techniques through to physical interventions techniques.  To raise the profile of the use of appropriate techniques in managing challenging situations and the use of restraint techniques within the Trust.  To assist with necessary data collection, evaluation and course administration of these training programmes and also any clerical duties associated with workforce and statutory requirements.  To work closely with and support the operational security team. | |
| **KEY WORKING RELATIONSHIPS** |  |
| Workforce Development and HR colleagues; appropriate staff in the Governance and Operational Support Unit and Facilities Departments; a range of clinical staff from the Trust; Operational Security Team; equivalent training staff in other organisations such as Devon Partnership Trust; external training organisations. | |
| **ORGANISATIONAL CHART** | |
| Head of Facilities Management  Service Manager  Security and Training Manager  **Physical** Operational  **Interventions** Security Team  **Trainer** | |

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| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
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| **COMMUNICATION/RELATIONSHIP SKILLS** |
| * The post holder is required to communicate effectively with staff of all levels throughout the Trust, the wider Healthcare community, external organisations and the public. This will include verbal, written and electronic media. * To communicate with a range of people on a range of matters associated with physical interventions training. The Post holder is required to be able to use persuasive, motivational, empathic and re-assurance skills to effectively communicate any difficulties or concerns connected with training issues regarding physical interventions and staff competency to the individual staff member concerned, appropriate subject matter experts or line manager. * Complying with statutory arrangements. Providing information to managers as necessary through a variety of media, so that they are kept up to date with practice issues. * To be able to provide sensitive and contentious information, where agreement and co- operation is required. |
| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| * In the preparation and delivery of training, analysis will be required in the interpretation of local policy and national legislation to make a ‘best fit’ for training * Judgements will be required in a range of options regarding the delivery of training about staff competency and safety in undertaking training and applying learning appropriately. * To assist in the analysis of data in order to determine the main causes and frequency of incidents across the Trust. * Assist in the investigation of incidents / accidents in relation to violence and aggression   / challenging behaviour. |
| **PLANNING/ORGANISATIONAL SKILLS** |
| * Planning and organise own day to day activities such as preparation and delivery of training. To be flexible in your approach to training needs due to operational pressures of working in a busy acute hospital. * On-going planning of training activities when considering for example, own capacity or diary planning. * The post holder will be responsible for the provision and booking of resources, venues and liaise with Workforce and Development in managing allocation of places. This will involve re-arranging training that has had to be cancelled and re-allocating training to staff who cannot attend. * To work with outside organisations with regard to planning and delivering all aspects of physical interventions training. * To assist in the development of action plans and ensure delivery of appropriate training for all levels of staff throughout the Trust in order to achieve a reduction in incidents. |
| **PHYSICAL SKILLS** |
| * A good level of fitness and flexibility is required to undertake physical interventions training and in the practical demonstration of such techniques. Outside of this manual dexterity is required for standard keyboard skills and associated data entry. |
| **PATIENT/CLIENT CARE** |
| * The underpinning criterion for this role is the maintenance of appropriate patient safety in the application of physical intervention techniques. Whilst some teaching will be classroom based there will be times when the post holder is required to work with ward staff to offer advice or to problem solve. * Is required to work on the ward / department / community with staff, patients and visitors to offer advice and to problem solve to improve training requirements. * Attend the wards to assist in building packages of care in line with behavioural care |

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| plans. |
| **POLICY/SERVICE DEVELOPMENT** |
| * Whilst the post holder will primarily work to defined policy and guidelines there will also be contributions to service improvement in the feedback of training related issues and continuous improvement of training delivery. The post holder will be expected to offer suggestions and feedback to enhance programme development and reduce the need for restrictive practices. * To actively participate in security related audits. |
| **FINANCIAL/PHYSICAL RESOURCES** |
| * Responsible for the safe use / care of equipment used for training purposes. |
| **HUMAN RESOURCES** |
| * Teach and devise training programmes. * Allocate staff onto appropriate training courses. * Supporting staff’s return to work following challenging incidents |
| **INFORMATION RESOURCES** |
| * The post holder will be required to manage general data concerning own area of training at a level of modifying, maintaining, and analysing information and training literature. |
| **RESEARCH AND DEVELOPMENT** |
| * Although not a key role, it may be necessary to assist with audits and evaluation of physical interventions training, particularly in its early roll out stages of new courses. * Complete staff survey’s and audits relating to department. |
| **FREEDOM TO ACT** |
| * The post holder will be required to deliver training away from direct supervision albeit within the confines of policy and guidelines. During training sessions, some decision making will be required in the assessment of individuals or teams and their management of challenging behavioural situations. The post holder will be required to interpret local policy and judge whether such responses are appropriate. * Work in accordance with NICE guidance, General Data Protection Regulation, ICO Code of Practice, and BPA guidelines, Department of Health guidance, NMC Guidance, Restraint Reduction Network Training Standards. * Actively participate, demonstrate and problem solve conflict and behavioural issues related to both patients and visitor issues to ensure the best standard / most suitable outcome. |
| **PHYSICAL / MENTAL / EMOTIONAL EFFORT / WORKING CONDITIONS** |
| * The post holder will be required to deliver physical training (see physical skills above). This will require physical effort across a whole spectrum of movement for the period of training delivery. * The job requires the post holder to be able to focus attention in training sessions which will be the majority element of the role. Otherwise periods of concentration are required whilst working on PC. * May be required to deal with emotional issues to do with abuse or physical aggression raised during training sessions and in practice whilst supporting wards and departments. * No adverse environmental conditions are foreseen but potential hazards may exist in the area of the post holders own physical exertion. If called in to working areas there is the need to manage all levels of challenging and potentially aggressive behaviour. |
| **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 |

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| 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. * To work with the security team in the security role when required. |
| **APPLICABLE TO MANAGERS ONLY** |
| * Evidence that supporting employee health and wellbeing is included in any documents outlining the skills and knowledge that line managers need. * Proportion of line managers whose job descriptions include supporting employee health and wellbeing. * 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. |
| **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 RD&E 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. |

P E R S O N

S P E C I F I C A T I O N

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| **POST** | Physical Interventions Trainer |
| **BAND** | 5 |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**  Educated to degree level or relevant equivalent experience  Teaching qualification or willingness to work towards this eg CETTL  GSA accredited grade A tutor status with up to date portfolio or equivalent. Or a willingness to work towards this  A Healthcare related qualification | E  E | D  D |
| **KNOWLEDGE/SKILLS**  A comprehensive understanding of statutory and local policy and guidelines around challenging behaviour and the use of physical interventions techniques  The ability to work unsupervised  Excellent communication skills both written and verbal and ability to communicate and deliver training effectively to all levels of multidisciplinary staff groups.  The ability to work within a flexible programme and team Self-confidence to deliver key messages to groups of staff Ability to organise training sessions and associated records  Experience in use of teaching materials and software such as PowerPoint  Experience in use of essential Office software eg Word, Excel Can demonstrate sensitivity to learner needs and requirements  Acts as a role model in following and facilitating others to follow and adhere to Trust standards, values, policies and procedures.  Participate in meetings relating to security and challenging behaviour | E  E E  E E E E  E E E  E |  |
| **EXPERIENCE**  Can demonstrate effective interpersonal skills in dealing with all grades and disciplines of staff  Previous experience or ability to demonstrate competency of restraint | E E |  |

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| Experience of dealing with patients  Experience of undertaking risk assessments and challenging behaviour management plans  Current or previous experience of working in the NHS or Social Care settings both Acute and Community based | E  E | D |
| **PERSONAL ATTRIBUTES**  The ability to work within a team  Reliability and flexibility in working approach  Able to contribute to changing demands of a service  Ability and willingness to undertake training relevant to the role Ability to work under pressure to deadline and prioritise tasks Ability to work under stressful conditions  Ability to support and encourage positive behaviour | E E E E E E E |  |
| **OTHER REQUIRMENTS**  The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.  Valid UK drivers licence for travel into community  Genuine commitment to the reduction of violence and aggression and the management of challenging behaviour prevention in relation to the NHS. | E  E E |  |

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



**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)

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