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| J  O  B    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** | **Principal Trainer** |
| **Reports to** | **Configuration Manager** |
| **Band** | **7** |
| **Department/Directorate** | **Clinical Digital** |

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| **JOB PURPOSE** | |
| The Trust has over the last few years implemented a fully integrated Digital Electronic Patient Record  (EPR) System across both Eastern and Northern Devon. This has followed the biggest programme of clinical pathway transformation in Devon to date. We continue to develop and progress our system, ensuring we do the right thing for our patients and carers, and enables our staff to deliver the best care they can every day.    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. | |
| **KEY WORKING RELATIONSHIPS** |  |
| * No budgetary responsibility * Facilitating and enabling the End-User Trainers during implementation and supporting ongoing training.   [**K**](https://www.tracker-software.com/product/pdf-xchange-editor)**ey working relationships**   |  |  | | --- | --- | | **Internal to the Trust** | **External to the Trust** | | Digital Services  Digital Training Manager, Senior  Application Co-ordinator Analysts  PALS  Managers across the Trust | Epic staff  NHS Digital  Colleagues in other NHS and Social Care organisations | | |

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| **ORGANISATIONAL CHART** |
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| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| * 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; * Responsible for interpreting workflows to enable the design and development of training materials for Epic applications end-user training; Training additional Credentialled trainers to assist with end-user training; * Develop and deliver specialist credential training on Epic application systems; * 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; * Contribute to the development, delivery and evaluation of effective learning/development opportunities across the Trust; * Ensure efficient and timely delivery of learning opportunities and achievements of set targets across the Trust; * Participates in the design and build of Epic applications; * Responsible for building, testing, and maintaining training environment; * Maintain necessary and relevant records to assist with compliance with professional, Epic accreditation and legislative governance requirements; * Maintain and develop relationships within Internal clients and external Epic stakeholders; * Gain feedback on learning and bring that to the evaluation process so it can be captured in reporting; * Identify learning needs related to Epic systems; * Work in partnership with staff to plan and deliver agreed training interventions; * Attend and contribute positively to meetings as required; * Prioritise own workload and work to set goals both independently and as a member [of a team](https://www.tracker-software.com/product/pdf-xchange-editor); * 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. |

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| **COMMUNICATION/RELATIONSHIP SKILLS** |
| * 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 Credentialled Trainers * 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 Credentialled 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 Credentialled Trainers. |
| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| * 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 SME 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. |
| **PLANNING/ORGANISATIONAL SKILLS** |
| * Observe and understand sufficient workflows to organise appropriate realistic exercises during training sessions; * Plan the design and development of specialist application training materials; * Assist when possible with the workload of the Configuration Analysts, supporting upgrades and publicising changes; * Be responsible for own area of work, planning and organising workload to meet multi[ple and](https://www.tracker-software.com/product/pdf-xchange-editor) 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 and contribute to the scheduling of classes; * Work with the Training Manager to ensure a robust and sustainable BAU training plan that addresses all types of staff; * Meet regularly with the assigned Application Configuration team to review and prioritise the scope of application delivery. |
| **PHYSICAL SKILLS** |
| * Advanced keyboard skills; * Ability to carry and move audio visual and training materials. |
| **PATIENT/CLIENT CARE** |
| * Contact with patients is incidental, although there may be work required in clinical areas to understand current and proposed processes effectively. |
| **POLICY/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 |
| **FINANCIAL/PHYSICAL RESOURCES** |
| * Responsible for the care of Trust end user devices whilst delivering training; * Responsible for the installation and updating of software on class devices. |
| **HUMAN RESOURCES** |
| * Provide training in own discipline; * Devise and teach development programs following upgrades; * Deliver specialist training to Credentialled Trainers and Trust staff; * Along with Senior Application Coordinators / Analysts, supervise the Application Coordinators / Analysts; * Operational supervision of Credentialled Trainers. This may include work allocation, supporting, checking and mentoring as appropriate. |

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| **INFORMATION RESOURCES** |
| * Responsible for building, testing, and maintaining training environment; * To gather and manipulate data and/or run statistical reports (using formulae) or other documentation on training activity as required; * 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 trai[ning](https://www.tracker-software.com/product/pdf-xchange-editor) packages, ensuring accuracy and adhering to style guides/templates. |
| **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 or possibly overseas) and, within five months of start date, become qualified in at least one Epic application; * Ensure validation and audits against new workflows for training. |
| **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. |
| **PHYSICAL EFFORT** |
| * A combination of sitting, standing and walking with little requirement for physical effort. The post requires travelling, meetings in various venues and office-based work. |
| **MENTAL EFFORT** |
| * There will be a frequent requirement for prolonged concentration. The post holder may be interrupted to deal conflicting priorities. |
| **EMOTIONAL EFFORT** |
| * There will be occasional exposure to distressing or emotional circumstances where the post holder may have to part unwelcome news to staff, or effectively influence and negotiate with stakeholders in difficult circumstances; * There will be indirect exposure, via medical records in the learning environment, to medical scenarios and imagery that may cause distress. |
| **WORKING CONDITIONS** |
| * There will be regular VDU use, working from multiple screens for prolonged periods. |

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| **OTHER RESPONSIBILITIES** |
| * Participate in 24/7 rota and/or on call support to provide agreed service levels for their respective areas and ensure necessary cover to support Priority 1 failure from Go Live; * 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; * 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:    Compassion  Integrity  Inclusion  Empowerment    We recruit competent staff that we support in maintaining and extending their skills in accordance with [t](https://www.tracker-software.com/product/pdf-xchange-editor)he needs of the people we serve. We will pay staff fairly and recognise the whole staff’s co[mmitment t](https://www.tracker-software.com/product/pdf-xchange-editor)o 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. |

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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 * 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 will be required prior to working on Epic software/modules. You will need to complete this within 5 months** | **E**    **E**    **E** | **D** |
| **KNOWLEDGE/SKILLS**   * 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; * Ability to impart knowledge in a clear and concise manner * Ability to evaluate courses at various levels * Excellent organisational, 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 * Knowledge of clinical systems * Knowledge of NHS operational processes and NHS policies and procedures * Theories and techniques of effective adult learning * Expert User of IT equipment including laptops, projectors and tablets * Report writing skills | **E**  **E**      **E**  **E**  **E**  **E**  **E**  **E**  **E**    **E**  **E**        **E** | **D**                          **D**  **D**  **D**  **D**  **D**    **D**  **D** |
| **EXPERIENCE**   * 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 * Knowledge and experience of NHS systems * Proven hands on teaching experience within relevant IT environment including training delivery as the major part of the role | **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E** | **D** |
| **PERSONAL ATTRIBUTES**   * 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 colleagues 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 situations | **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E** |  |
| **OTHER REQUIRMENTS**   * Able to travel to meet the requirements of the post * Ability to carry IT equipment, laptops, projectors etc. * Advanced keyboard skills * Standing for long periods during training. * Using keyboard/mouse for long periods * 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 from Go Live. * Willingness and ability to attend and actively participate in meetings both within and beyond the Trust site. | **E**  **E**  **E**  **E**  **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 |  |  |  |  |
| Exposure Prone Procedures | Y/N |  |  |  |  |
| Blood/body fluids | Y/N |  |  |  |  |
| 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 |  |  |  |  |
| Heavy manual handling (>10kg) | Y/N |  |  |  |  |
| Driving | Y/N |  |  |  |  |
| Food handling | Y/N |  |  |  |  |
| Night working | Y/N |  |  |  |  |
| Electrical work | Y/N |  |  |  |  |
| Physical Effort | Y/N |  |  |  |  |
| Mental Effort | Y/N |  |  |  |  |
| Emotional Effort | Y/N |  |  |  |  |
| Working in isolation | Y/N |  |  |  |  |
| Challenging behaviour | Y/N |  |  |  |  |

# COMPETENCY REQUIREMENTS



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| Safeguarding Children            Not mapped this one | 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 |  |
|  | |  | 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 |  |  |  |



