

## Job Description

<b>Job Details</b>	
Job Title:	Learning Facilitator
Business Unit:	Corporate Services
Department/Ward:	People Development
Location:	Trust wide
Pay Band:	5
CAJE No:	ADM8287
<b>Main Purpose of the Job</b>	
<ul style="list-style-type: none"> <li>To provide and support the best development for our people.</li> <li>To deliver projects and strategies in order to provide a high-quality service and ensure the organisation meets a range of key performance indicators.</li> <li>To contribute to the design and delivery of specialist projects and programmes linked to people development strategies and action plans</li> <li>To support quality assurance and improvement by ensuring all data collected is accurate and supported on appropriate systems.</li> <li>To provide information, advice and guidance to service users linked to People Development needs.</li> <li>To role model compassionate and inclusive leadership in order to shape the creation of a collective leadership culture within the trust. This means demonstrating a consistent leadership style which (a) engages, enables and empowers others (b) uses coaching to promote ownership of learning and quality improvement and (c) facilitates team working and collaboration within teams / departments and across organisational boundaries.</li> </ul>	
<b>Dimensions</b>	
<ul style="list-style-type: none"> <li>Facilitate the work of others in support of effective planning, organisation and delivery of people development projects and programmes.</li> <li>Working autonomously and within a team, drawing on different skills and abilities.</li> <li>Following guidance and supporting others to meet the needs of the service and key performance targets.</li> </ul>	
<b>Organisational Chart</b>	
<div style="text-align: center;"> Specialist Practitioner   <b>Learning Facilitator (This post)</b>   Learning Support Worker   Administrator </div>	

## **1. Communications and Relationships**

- Provide and receive complex information; using persuasive, motivational, negotiating, training skills are required.
- Plans and delivers a wide portfolio of people development activities to a broad range of staff.
- Communicates with a range of clinical and non-clinical staff and managers at all levels often using persuasion and negotiation skills.
- Requirement to communicate and understand complex information requiring a degree of tact and empathy, particularly with learners.
- Following organisational values at all times to promote the reputation of the team and the organisation.
- Being present and providing a professional service to colleagues and clients.
- Social interaction and team working with colleagues, demonstrating active listening, curious questioning and an understanding of strengths and weaknesses of the people you support.
- Communication with services users through a wide range of formats, including social media, email and telephone.
- Willingness to present information to a variety of groups.
- Must be able to demonstrate the English language proficiency level required for this post

## **2. Knowledge, Skills, Training and Experience**

### **Essential**

- Expertise within specialism, underpinned by theory.  
Level 5 qualification in an appropriate subject or equivalent portfolio of experience.
- Level 2 functional skills, including literacy, mathematics and digital skills (see Information resources below).
- Understanding of departmental structure gained through prior experience.
- Knowledge of education and people development good practice gained from previous experience of working in a similar environment.
- Willingness to engage in continuous professional development to enhance the service and career aspirations.
- Experience of facilitating and delivering a wide range of education and people development projects and programmes, in partnership.
- Ability to work with a range of Trust staff in multidisciplinary teams both internal and external to the Trust.
- Ability to schedule and organise own time and work independently with minimal supervision.
- Excellent communication, presentation and interpersonal skills evidenced by the development of strong, trusted relationships.
- Skills in leadership and management of staff and/or projects.
- To lead, inspire and motivate others to high performance by agreeing clear goals and objectives, providing support and guidance and creating opportunities for development
- To contribute to the development of a culture of high engagement, where staff are empowered and entrusted to provide the best services and care for patients
- To promote and facilitate innovation and continuous improvement to deliver better services for service users and patients
- It is an essential requirement of the role that the post holder has a valid driving licence and is either a car owner and able to use the car for work purposes, or has a trust personal lease vehicle which maybe used for the role. However, the Trust would consider making reasonable adjustments to the role, if necessary, to enable a disabled person to undertake the role

### **Desirable**

- Knowledge of or experience in coaching and mentoring practices and tools
- Knowledge of or experience in Quality improvement tools, techniques and methods
- Teaching/Training qualification or experience.
- Coaching/Mentoring qualification or experience.
- Project Management qualification or experience.

<b>3. Analytical Skills</b> <ul style="list-style-type: none"> <li>• Range of facts or situations requiring analysis</li> <li>• Able to deal with complex facts or situations requiring analysis, interpretation and comparisons of a range of options and able to make suitable judgments.</li> <li>• Able to analyse and assess situations to recommend courses of action or solutions to managers.</li> <li>• Ability to make decisions and be challenged with integrity regarding people development matters.</li> <li>• Responsible and accountable for own decisions, seeking advice and support as and when necessary.</li> <li>• Having a broad awareness of people development activities and events, for the purpose of information advice and guidance.</li> <li>• Requires the ability to use analytical and judgement skills when supporting a wide range of learners.</li> </ul>
<b>4. Planning &amp; Organisational Skills</b> <ul style="list-style-type: none"> <li>• Plan and organise complex activities or programmes, requiring formulation and adjustment.</li> <li>• To facilitate and support a broad range of activities, which include the formulation and adjustment of people development plans and strategies to meet specific targets and projected outcomes.</li> <li>• To manage multiple programmes and projects simultaneously and ensuring that these are well planned and delivered.</li> <li>• Create accurate data and information with precise attention to detail, in line with organisation quality assurance standards.</li> <li>• Flexibility to work across sites and from home.</li> <li>• Ability to plan and organise own time. Including role priorities, projects and scheduled commitments.</li> <li>• Develop and monitor own objectives and development in line with career aspirations and service needs.</li> </ul>
<b>5. Physical Skills</b> <ul style="list-style-type: none"> <li>• Physical skills obtained through practice and experience</li> <li>• Dexterity and coordination needed for e.g. keyboard skills.</li> <li>• Presentation skills, facilitating sessions, teaching presentations, project reports.</li> <li>• At times required to move resources to events and activities.</li> <li>• Standard driving skills</li> </ul>
<b>6. Patient/Client care</b> <ul style="list-style-type: none"> <li>• Assist patients/clients during incidental contacts.</li> <li>• Contact with patients is incidental</li> </ul>

<b>7. Policy &amp; Service Development</b> <ul style="list-style-type: none"> <li>• Implement policies and propose changes for own (and beyond own) area.</li> <li>• To contribute towards the policy development for areas of people development across the organisation including proposing and implementing new developments or areas of best practice designed to positively impact on the organisation.</li> <li>• Ensure that the Trust policies, procedures and standards for records management are implemented, maintained, monitored and reviewed.</li> <li>• Complete appropriate statutory and mandatory training and annual appraisal.</li> </ul>
<b>8. Financial &amp; Physical Resources</b> <ul style="list-style-type: none"> <li>• Recording, monitoring the budget for income and expenditure including tracking invoices and managing suppliers.</li> <li>• Participate in the planning of programmes and activities ensuring costs remain within budgeted levels, workload is managed and quality is maintained.</li> <li>• Responsible for office equipment and supplies</li> <li>• Authorises expenses claims by staff members.</li> <li>• Appropriate and safe use of equipment and report faults on any equipment used.</li> <li>• Participate in cost effectiveness and quality improvement activities.</li> </ul>
<b>9. Human Resources</b> <ul style="list-style-type: none"> <li>• Teach, devise training and development programmes as a major job responsibility;</li> <li>• Deliver comprehensive range of People Development services.</li> <li>• Delivers comprehensive range of education and people development services</li> <li>• Provides a range of information, advice and guidance on people development to managers and staff.</li> <li>• Advises managers on all aspects of people development in line with Trust policies and procedures and best practice (internally and externally).</li> <li>• Develops and delivers both formal and informal learning in a wide variety of subjects.</li> <li>• Works with colleagues to delegate work to administrative staff in support of data input and extraction from existing systems</li> <li>• To manage/supervise others in a confident and engaging manner.</li> </ul>

<p><b>10. Information Resources</b></p> <ul style="list-style-type: none"> <li>• Occasional requirement to develop or create reports and documents.</li> <li>• Responsible for maintaining one or more information systems as a significant job responsibility.</li> <li>• Occasionally/regularly develops spreadsheets and systems.</li> <li>• To ensure the people development projects, programmes and solutions are readily available to all staff via different organisation platforms.</li> <li>• To manage data from a range of sources and able to report on these e.g. attendance, compliance and evaluation.</li> <li>• Assist in the development of content for People Development communication platforms (e.g. webpages) and associated information provided to staff and managers.</li> <li>• To process the gathering of information within the department in order to comply with information requests under Freedom of Information Act requirements.</li> <li>• Able to safely and securely handle sensitive information in line with information governance and confidentiality policies and procedures.</li> <li>• You will be expected to have functional skills, including literacy, mathematics and digital skills. Digital literacy is the ability to locate, organise, understand, evaluate and analyse information using digital sources. This is in line with 'digital readiness indicator for health and social care', which has been developed in the Building a Digital Ready Workforce Programme (BDRW), between Health Education England (HEE) and NHS Digital, and is part of the Government's Digital Transformation Portfolio (DTP) (2019)</li> </ul>
<p><b>11. Research &amp; Development</b></p> <ul style="list-style-type: none"> <li>• Undertake surveys or audits, as necessary to own work.</li> <li>• Completes surveys, research and training (etc) to enhance own continuing professional development and service development.</li> <li>• Support team evaluation activities in relation to People Development quality improvement.</li> </ul>
<p><b>12. Freedom to Act</b></p> <ul style="list-style-type: none"> <li>• Clearly defined occupational policies, and work is managed rather than supervised.</li> <li>• Works within service policies and procedures and operates autonomously, using own initiative. Takes advice from manager if required on an ad-hoc or formal basis utilising 1-1s and meetings</li> <li>• Plans the workload of the team in the absence of the Practitioner roles as and when required.</li> <li>• Ability to manage own health and well-being, particularly during times of pressure.</li> <li>• To be adaptable, open to new ideas and willing to learn to meet the needs of the service and the role</li> </ul>

## **Standards**

The statements outlined below are the standards of which all employees of Northumbria Healthcare Trust are expected to comply.

Works to the standards expected in the Northumbria Healthcare NHS Foundation Trust statement of values.

**Risk Management** - to deliver the quality standards and targets outlined in the Trust's Risk Management Strategy and local operational policies

### **Infection Control:**

It is your responsibility to adhere to infection control policies and guidelines in order to promote cleanliness and reduce infections. Hand hygiene must be undertaken correctly to prevent the spread of infection. Personal protective equipment must be used in accordance with Trust policy. You must contribute to the cleanliness of the work environment and keep it "clutter free" and tidy. You must also attend mandatory training and updates to ensure you receive training appropriate to your role

### **Health and Safety:**

Managers have a duty to ensure that safe systems of work are used within their area of responsibility; to investigate accidents and incidents; to arrange for risk assessments to be conducted annually, and to ensure staff attend appropriate health and safety training.

All employees have a duty to take reasonable care for their own health and safety, and that of others who may be affected by their activities; to cooperate with the Trust by complying with all health and safety rules and safe systems of work; and to inform their line manager of any work situation, or practice which may be considered a danger to health and safety.

### **Patient, Carer & Public Involvement:**

Managers have a duty to ensure that the principals of patient, carer and public involvement are adhered to throughout all areas of responsibility in line with Section 242 of the NHS Act 2006 (as amended by the Act 2012) which requires the duty to involve and consult users. A 'user' is defined as someone who is using services, or someone who may use them. In addition, this requires NHS organisations to involve and consult patients and the public in; The planning and provision of services and the development and consideration of proposals for changes in the way services are provided.

This ensure that patients are the focus of everthing we do, we share good practice in line with Trust policies and procedures, this includes learning from complaints and concerns.

### **Safeguarding:**

The safeguarding of all those who are vulnerable is an enormous obligation for all of us who work in the NHS and partner agencies.

Safeguarding children and adults at risk of abuse or neglect is complex, frequently under review and we must all take responsibility to ensure that it works effectively.

Safeguarding is everyone's responsibility. It remains the responsibility of every NHS organisation and each individual healthcare professional working in the NHS to ensure that the principles and duties of safeguarding adults and children are holistically, consistently and conscientiously applied with the needs of adults at risk or abuse or neglect at the heart of all that we do.

Partnership working is also key and it is vital that local practitioners continue to develop relations and work closely with colleagues across their local safeguarding system to develop ways of working that are collaborative, encourage constructive challenge and enable learning in a sustainable and joined-up way.

NHS England will continue to seek assurance that the safeguarding arrangements across the health system are effective.

### **Environment and Sustainability:**

The trust aims to be an exemplar organisation that embraces sustainability and meet its corporate responsibility. It is the responsibility of all employees to support the Trusts' vision for sustainable development. To undertake their duties in a way that is not wasteful of environment, financial and social resources throughout their daily activities.



## ***Appendix 1***

***NOTE: This appendix is not intended to form part of the 'official' Job Description, but is intended for Job Evaluation purposes only.***

### **Effort and Environment:**

#### **Physical –**

- Combination of sitting, standing, walking.
- Light physical effort

#### **Mental –**

- Frequent concentration; work pattern predictable.
- Concentration required for answering enquiries

#### **Emotional –**

- Occasional distressing or emotional circumstances.
- Deals with welfare issues, long term sickness, redeployment & redundancy, grievance and discipline

#### **Working Conditions**

- Exposure to unpleasant conditions is rare
- Use PC/office equipment more or less continuously.
- Use office equipment for substantial proportion of the day/week.



## Appendix 2

### Grid

	DUTIES AND RISK FACTORS OF THE POST	Yes	No
1.	Exposure Prone Procedures (EPP's)*		X
2.	Manual Handling Operations	X	
3.	Dust, Dirt, Smells		X
4.	Chemicals, Fumes or Gasses (Glutaraldehyde, fixer, anaesthetic gases, reconstitution/handling of cytotoxic drugs)	X	
5.	Patient Contact		X
6.	Babies/Children Contact		X
7.	Food handling / Preparation		X
8.	Driving	X	
9.	Fork Lift Truck Driving		X
10.	User of Display Screen Equipment	X	
11.	Noise		X
12.	Infestation		X
13.	Blood and Body Fluids/Waste/Samples/Foul Linen		X
14.	Excessive Cold		X
15.	Excessive Heat		X
16.	Inclement weather		X
17.	Radiation		X
18.	Laser Use		X
19.	Heights over 2 metres		X
20.	Confined Spaces		X
21.	Vibration i.e. Power Tools		X
22.	Using machinery with moving/exposed parts		X
23.	Shift work		X
24.	Use of latex products		X
25.	Physical violence / aggression		X
26.	Employment of young people	X	
27.	Any other hazards please specify		X
28.	<b>Other</b>		

If any hazard is identified above please give details below.

\*Definition of Exposure Prone Procedures (EPP's)

Exposure prone procedures are those where there is a risk that injury to the Health Care Worker may result in the exposure of the patient's open tissues to the blood of the HCW. These procedures include those where the HCW's gloved hands may be in contact with sharp instruments, needle tips and sharp tissue (spicules of bones and teeth) inside a patients open body cavity, wound or confined anatomical space where the hands or fingertips may not be completely visible at all times.

### Person Specification

Job Title:	Learning Facilitator	
Department:	People Development	
Location:	Trust Wide	
<b>Specification</b>	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications / Professional Registration</b>	<ul style="list-style-type: none"> <li>• Level 5 qualification in an appropriate subject or equivalent portfolio of experience.</li> <li>• Level 2 functional skills, including literacy, mathematics and digital skills.</li> </ul>	<ul style="list-style-type: none"> <li>• Teaching/Training qualification or experience.</li> <li>• Coaching/Mentoring qualification or experience.</li> <li>• Project Management qualification or experience.</li> </ul>
<b>Experience and knowledge</b>	<ul style="list-style-type: none"> <li>• Understanding of departmental structure gained through prior experience.</li> <li>• Knowledge of education and people development good practice gained from previous experience of working in a similar environment.</li> <li>• Experience of facilitating and delivering a wide range of education and people development projects and programmes, in partnership.</li> </ul>	
<b>Skills and abilities</b>	<ul style="list-style-type: none"> <li>• Ability to work with a range of Trust staff in multidisciplinary teams both internal and external to the Trust.</li> <li>• Ability to schedule and organise own time and work independently with minimal supervision.</li> <li>• Excellent communication, presentation and interpersonal skills evidenced by the development of strong, trusted relationships.</li> <li>• Skills in leadership and management of staff and/or projects.</li> <li>• Must be able to demonstrate the English language proficiency level required for this post</li> </ul>	
<b>Personal attributes</b>	<ul style="list-style-type: none"> <li>• Effective communication</li> <li>• Ability to work as part of a team</li> <li>• Respect for all colleagues</li> <li>• Coaching and mentoring practices</li> <li>• Knowledge of or experience in coaching and mentoring practices and tools</li> <li>• Knowledge of or experience in Quality improvement tools, techniques and methods</li> <li>• Learning agility and commitment to</li> </ul>	

	self-development	
<b>Other requirements</b>	<ul style="list-style-type: none"> <li>• Willingness to engage in continuous professional development to enhance the service and career aspirations.</li> <li>• it is an essential requirement of the role that the post holder has a valid driving licence and is either a car owner and able to use the car for work purposes, or has a Trust personal lease vehicle which may be used for the role. However, the Trust would consider making reasonable adjustments to the role, if necessary, to enable a disabled person to undertake the role</li> </ul>	