

Job Description

Job title:	Digital Systems & Technologies Trainer
Band:	Band 5
Locality:	Corporate
Service:	Digital
Base:	Sceptre Point
AfC Ref:	2975
Hours of work:	37.5

Reporting arrangements:

Managerially accountable to: Digital Training Manager

Professionally accountable to: Digital Training Team

Job summary

This post will be responsible for providing specialist training in the digital systems & technologies which support our staff in providing high quality care to patients and service users. The post holder will play a significant role in the delivery of high quality training; ensuring that LSCFT staff are fully equipped to confidently use Trust Digital systems to best effect. This will include classroom based training, virtual & Hybrid training and the creation of e-learning modules.

The role will be responsible for identifying training requirements, developing relevant training materials (including e-learning) and the delivery of training to meet the business needs of the organisation and its stakeholders.

In particular the role will centre on the use and application of digital systems and associated technologies by all staff groups including, nursing, medical staff, allied health professionals and technical staff.

Key responsibilities

Communication and relationship skills

- Positively promote Digital systems and technology projects across the Health Care Community.
- To use motivational skills and to show empathy for users who are reluctant to embrace new Digital Skills and use powers of persuasion to enhance the benefits new skills will bring.
- Liaise and communicate effectively with staff, and internal and external contacts as required.
- Support the wider Digital department and take responsibility for managing training and testing aspects of projects, highlighting any issues to the relevant project team member.

- Produce effective communications media to support the Digital Training Team in terms of marketing of services available to staff, ensuring clear and concise language is used without unnecessary jargon.
- Advise the Digital Systems & Technologies Training Lead on all communication issues regarding training and proactively present ideas and recommendations on how to continually improve this function.
- Communicate clearly and without jargon to delegates that have barriers to understanding the functionalities of our digital systems and technologies.
- Work closely with other members of the training team to ensure best practice in training.
- Liaise with Clinical Change Specialists and trust employees to ensure that quality training is delivered that is meaningful, meets the needs of learners and prepares them to utilise the new skills in their roles.

Analytical and judgmental skills

- Evaluate training based upon the responses on the evaluation forms and seek to continually improve the training service.
- Review and continuously update training materials and supporting documentation for accredited and non-accredited training programmes to ensure a high standard is maintained.
- Use formative assessments to evidence the learner's capability to use the learned digital skills confidently and effectively. Use own judgement on how best to address any instances where the required level is not achieved.
- Undertake a Training Needs Analysis to identify the digital training requirements for staff. Analyse and evaluate the responses. Act on any responses where a neurodiversity or other learning need has been identified.
- Use initiative in identifying areas of poor practice and either bring to the attention of the Digital Training Management and / or offer advice on resolving the problem.

Planning and organisational skills

- Ensure all training courses encompass a blended learning approach. E.g. E-Learning, Customised Workshops, Presentations etc.
- Co-ordinate and complete the necessary preparation of training materials and training facilities prior to the delivery of training courses.
- Prepare, document and maintain all training materials and related documentation according to Trust standards.
- Organise training sessions, presentations or other similar events as requested, ensuring room bookings or virtual sessions are made, notifications are despatched and attendance registers are kept and follow-up processes are adhered to in accordance with agreed timescales.
- Monitor and evaluate the quality and effectiveness of all training courses; making changes to training plans as required and in line with national and local initiatives.
- Ensure that the agreed Quality Standards are maintained at all times.

- Maintain a flexible approach when there is a requirement to deliver training and support during project implementations which may require working.

Patient/ client care

- There is no direct contact with patients. However, you will be expected to go into clinical settings and as such will be exposed to potentially distressing situation.
- You will be dealing with sensitive and potentially upsetting information and must therefore maintain confidentiality at all times.
- You will be expected to work with clinical services to enhance understanding of patient & client care to enable delivery of digital skills that support clinical practice & high quality care.

Responsibilities for policy and service development

- Post holder will be expected to contribute towards the development and implementation of Digital training services policies.
- Post holder will be expected pro-actively contribute ideas about new ways of work that will lead to the development of the training service and improve the quality of training delivery.

Physical Skills

- To be responsible for equipment in the training rooms; ensure correct set up of PC's, projectors, flip charts etc in preparation for training sessions. There may be a requirement to transport equipment to support training in 'pop-up' training sites where virtual training is not deemed appropriate.
- Responsibility for mobile devices and software used for e-learning development.
- Provide go live support (floor walking) to clinical services and support staff in using new digital applications and technologies. Support may be in person or virtual dependant on the needs of the business and service being supported.

Responsibilities for finance

- To ensure that all equipment is used in a safe way and to be responsible you all equipment assigned to you.

Responsibility for human resources

- Actively participate in the Appraisal process
- Comply with the Trust Equal Opportunities Policy.
- For purposes of efficiency and personal development the post-holder will be required to undertake any training as is deemed necessary by either their manager and / or themselves (subject to authorisation) and also to assist in promoting a learning environment within their department.

- Design and deliver training to staff in accordance with agreed timescales, utilising a variety of delivery methods; traditional classroom, virtual/hybrid learning or e-learning.
- Responsible for own training and training courses to support BAU (business as usual) commitments, under the guidance of criteria set by the training lead, ensuring all training sessions are covered, in particular during periods of absence.

Responsibility for information resources

- Maintaining an awareness of standards for education and training; working in line with agreed standards.
- Maintain a register of attendees at training and ensure data is entered on the Trust LMS in a timely manner.
- Create and develop training manuals, hand-outs and promotional materials for all training courses, avoiding jargon and ensuring all acronyms are fully explained.
- Responsible for ensuring adequate provision is made to connect to Trust systems in order to fulfil the requirements of the role. This includes working at Trust sites to deliver virtual training whenever necessary.

Freedom to act

- You will be expected to work proactively under your own initiative requiring minimum supervision.
- Act independently particularly when assessing the ability of staff and tailoring training according to their needs. Provision of basic digital skills training may be necessary at times

Person Specification

Description	Essential	Desirable	Assessment
Education/qualifications	Degree level education or equivalent experience Experience in training design and delivery	Microsoft / IT Skills qualification	
Knowledge	Use of e-learning software. E.g. Captivate, Articulate Storyline Competent use of Microsoft Teams and OneDrive.		
Experience	Experience of presentations to staff groups and/or managers Experience of dealing with a variety of people at different levels showing highly developed interpersonal skills.		
Personal	Excellent computer skills - Outlook, Word, PowerPoint, etc. Clear and accurate written and verbal communications. Ability to create and develop e-learning packages for Digital systems & technologies.		

	<p>Ability to clearly demonstrate Digital systems to staff.</p> <p>Logical approach and ability to use initiative to solve problems on Digital systems.</p> <p>Ability to prioritise and meet deadlines in relation to training.</p> <p>Ability to work unsupervised and as part of a team.</p>		
Other	<p>Requirement to travel across the Trust as and when needed.</p> <p>Ability to work on own initiative.</p> <p>Willingness to work outside normal hours in order to meet business needs</p> <p>A flexible approach and ability to adapt to change.</p>		

Effort factors

Physical effort What physical effort is required for the job?	How often?	For how long?	What weight is involved?	Any mechanical aids?

Is the job holder expected to sit or stand in a restricted position?	How often?	For how long?	What activity is involved?

Mental effort Are there any duties requiring particular concentration? Please detail.	How often?	For how long?
Are there any duties of an unpredictable nature? Please detail.	How often?	For how long?

Emotional effort Does the job involve dealing with any distressing or emotional circumstances? Please detail.	Direct / Indirect exposure	How often?
Working conditions Does the job involve exposure to unpleasant working conditions? Please detail.	How often?	

Our values and behaviours

The values and behaviours represent what we, as an organisation and the individuals who make up that organisation, are about. It is our aim that everything we do fits in with and reinforces, these values:

Values	Behaviors we expect
We are always learning	<ul style="list-style-type: none"> ✓ We pro-actively seek out opportunities to learn and support the learning of others ✓ We prioritise quality and safety and are open and flexible to change and improvement ✓ We value appraisals, supervision and learning opportunities ✓ We speak up if we are concerned about safety and focus on opportunities to improve
We are respectful	<ul style="list-style-type: none"> ✓ We are open and honest, trying our best to ensure people receive information in ways the can understand ✓ We seek, value and learn from diverse perspectives, views and experiences ✓ We put service users and carers at the heart of everything we do ✓ We take pride in our work and understand we are responsible for our actions
We are kind	<ul style="list-style-type: none"> ✓ We are approachable and show compassion ✓ We actively listen to what people need and pro-actively offer our support ✓ We care for our own wellbeing and the wellbeing of others ✓ We celebrate success and provide feedback that is authentic and compassionate
We are a team	<ul style="list-style-type: none"> ✓ We take personal and team accountability to deliver the highest standards of care ✓ We work in active partnership with service users and carers ✓ We actively build trusting relationships and help others feel joy and pride in work ✓ We work well with colleagues across LSCft and in our partner organisations to enable patient centred, joined up care

Special conditions:

As a member of staff you have:

- Legal duties and responsibilities under health and safety legislation, plus a general duty to work safely and not to put others at risk, including colleagues, service users and visitors, as a result of any activity or omission at work.
- A duty to report any practice that you consider compromises standards of risk and health and safety. The Whistle-Blowing Policy gives effect to the Public Interest Disclosure Act under which an individual who raises such concerns for unfair treatment is protected.

All Lancashire and South Cumbria NHS Foundation Trust staff employed within all environments that have contact with service users, their families or systems to support them have a responsibility to safeguard and promote the welfare of children, adults and vulnerable families.

As a member of staff you must:

- All Lancashire and South Cumbria NHS Foundation Trust staff employed within clinical environments have contact with children, vulnerable adults, service users and their families must familiarise themselves and be aware of their responsibilities and adhere to the local safeguarding

children's board, local safeguarding adult board and Lancashire and South Cumbria NHS Foundation Trust procedures for safeguarding and protecting children.

- The Trust places great emphasis on the need for the strictest confidentiality in respect of personal data; both that of service users and staff. All information about people will be treated in the strictest confidence at all times. Breaches of confidentiality will be investigated and may lead to disciplinary action being taken.
- The Trust views its responsibility under the Data Protection Act and the Caldicott Principles as central to all activities that are carried out in its name. Staff are therefore expected to acquaint themselves with the principles of information governance and to complete the mandated training modules which have been agreed.
- The Trust places great importance on sustainable development, reducing its carbon footprint and maximising the positive social, economic and environmental outcomes of Trust actions and activities. As an employee it will be your responsibility to minimise your environmental impact, use resources efficiently, saving energy by switching off unnecessary equipment, reducing waste generation, using recycling / redistribution facilities, minimising travel and saving water when possible. If your role involves purchasing / ordering supplies you must consider the environmental / sustainable impacts and purchase optimal environmental / sustainable products / services.
- All staff and contractors must follow Trust policies and procedures relating to infection prevention and control (IPC) including the Dress Code Policy. All staff have a duty of care in following best practice which is fundamental to IPC, which includes maintaining a clean and safe

environment at all times. It is an expectation that Trust staff at all levels make IPC a priority as they perform their roles.

Promoting equality and reducing inequalities:

- You should understand and uphold organisational policies and principles on the everyday promotion of equality, diversity and inclusion.
- You should create an inclusive working environment which values a variety of ideas, experiences and practice, where differences are respected and celebrated for the benefit of ourselves, the Trust and the communities we serve.
- You should uphold the Trust's commitment to health and wellbeing.



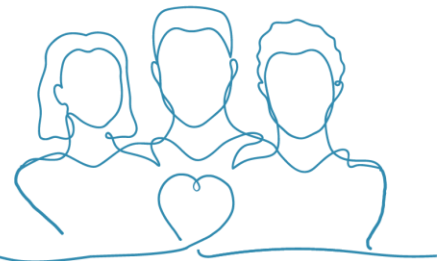
**We are
Kind**



**We are
Respectful**



**We are
Always
Learning**



**We are a
Team**