

## JOB DESCRIPTION

Job Details	
<b>Job Title:</b>	Health and Social Care Trainer
<b>Band:</b>	Band 5
<b>Department:</b>	Hospice at Home
<b>Directorate:</b>	Care Services Directorate
<b>Reporting to:</b>	Hospice at Home Service Manager
<b>Responsible for:</b>	No direct staff management
<b>Location</b>	Winsley, office based and Community Based

### Job Summary / Main Purpose:

Hospice at Home are a dedicated team of care workers committed to providing compassionate, day-to-day support to those with a palliative diagnosis and in their last few months of life. While we do not have doctors or nurses on our staff, we work closely with medical professionals and can communicate with them when needed to ensure our patients receive the appropriate care and guidance. Our focus is on delivering respectful, personalised support that complements the medical advice and treatment provided by healthcare specialists. As the first Hospice led Hospice at Home Service that has adopted the social model of care we firmly advocate for the social model of care. The service aspires to ensure our care delivery:

- Prioritises emotional and psychological wellbeing
- Encourages choice, and autonomy, putting patients at the centre of decision making
- Builds trusted , familiar relationships that reduce fear and increase comfort
- Enables carers to the support the patient and their loved ones holistically
- Respects the home as a place of life, not just a place to manage death
- That a good death is the standard, not the exception

A health and social care trainer will embed this model into training provided to our team members. Delivering mandatory training in line with Care Quality Commission standards as well as good practice training.

### **Principal Duties and Responsibilities**

You will provide high quality training for Hospice at Home staff, ensuring they attain the relevant level of competence to deliver their personal and professional attitudes, skills and abilities required for their role, as well as offering ample room for career advancement by creating development learning opportunities with the Service Manager, as the service continues to expand.

You will utilise a variety of training methodologies, techniques, concepts, learning tools and practices to ensure maximum effectiveness of training programs.

Plan and facilitate induction programmes for new cohorts of staff, ensuring the office can process new starters effectively and efficiently to support services.

Prepare course materials and ensure these are maintained and kept up to date in line with current legislation and good practice guidance, including specialist subject areas where appropriate.

Deliver additional refresher training to existing staff members as and when required.

Develop and maintain a service training matrix for all mandatory training and good practice learning in line with The Care Quality Commission standards, legislation updates, guidance, and Policy and procedures.

Deliver planned training using a variety of methods to actively engage staff including face to face, remote training and online training to maximise attendance.

Mentor staff who may find training challenging, to enable them to achieve their potential to support retention.

Work closely with the Service Manager and The Education and Research team where required to participate in research grant opportunities – for example, where the impact of a social care model can be measured.

### **Management and leadership**

Encourage a culture of learning and development across the service

Follow the Dorothy House Leadership framework

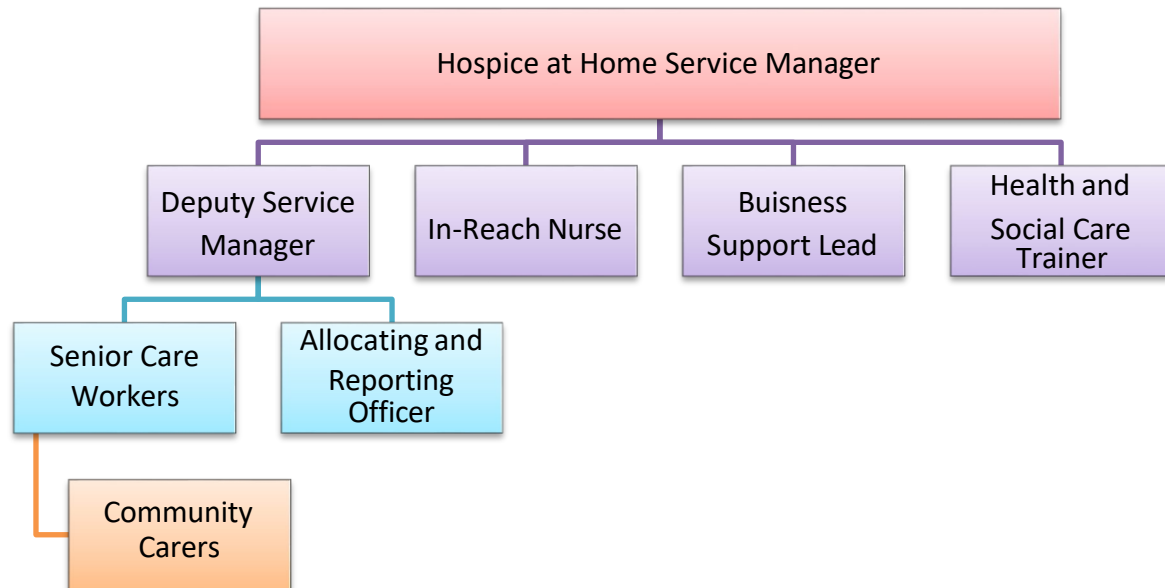
No direct line management, but will work with other direct managers ensuring their staff are supported in their learning and training compliance

### **Administration**

Maintain records – Training Matrix for the service

Develop PowerPoint presentations, workbooks, e-learning modules and other training materials, and ensure they are updated, current and relevant at all times.

## Structure Chart



## Contacts

- Other colleagues in the Hospice at Home team and organisation
- Patients and carers
- All members of the Dorothy House multi-disciplinary team.
- All health and social care colleagues including primary care
- Regional colleagues including co-ordinators of other carer services.
- Dorothy House Education Department colleagues.

## **Special Note**

This job description does not form a part of the contract of employment but indicates how that contract should be performed. The job description will be subject to amendment in the light of experience and in consultation with the post holder.

## **No Smoking Policy**

Dorothy House operates a No Smoking Policy for all staff, volunteers and visitors in relation to promoting health. It applies to the Hospice premises and grounds at Winsley, all Dorothy House shops and when staff are on duty in patients' homes.

### **Confidentiality**

All of the work relating to patients, carers, donors, staff and volunteers and any other information gained are of a confidential nature and must not be communicated to other persons except in the course of duty.

### **Safeguarding**

Dorothy House is committed to promoting the wellbeing of all adults and children who use our services, ensuring that they live a life that is free from harm, abuse and neglect. We work in an open and transparent way and encourage staff, volunteers, patients and families to raise any safeguarding concerns. All staff should ensure that they are aware of their responsibilities and attend the mandatory training as required.

### **Health and Safety at Work Act**

It is the responsibility of all employees to ensure that the requirements of the Health and Safety at Work Act are complied with safe working practices are adhered to and that hazards are observed and reported to the appropriate office.

## **Person Specification –**

<b>Criteria</b>	<b>Essential</b>	<b>Desirable</b>
Teaching qualification PGCE, or equivalent	X	
In date train the trainer Moving and Handling	X	
In date train the trainer Medicines management/awareness	X	
Excellent understanding of the CQC 5 key questions and quality statements. Can show thorough knowledge and understanding of CQC standards within area of social care setting	X	
Experience of coordinating training for groups/individuals with different learning styles.	X	
Experience of delivering learning/training solutions within the Health & Social Care sector	X	
Excellent organisational, communication, written, oral and numeracy skills	X	
Full UK driving licence with access to a vehicle*	X	
Experience in training colleagues from a varied background of previous education and experience		X

Experience with managing multiple priorities with the ability to work independently		X
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\*This is due to the requirement of the role being based across our community. This duty may regularly be conducted outside of public transport hours or at otherwise inaccessible locations.