

JOB DESCRIPTION

POST:	Learning & Development Facilitator
LOCATION:	Belfast Health and Social Care Trust
GRADE:	Band 5
REPORTS TO:	Senior Learning & Development Facilitator
RESPONSIBLE TO:	Senior Learning & Development Manager

JOB SUMMARY/MAIN PURPOSE

Working as part of the corporate HR Learning and Development team, the post holder support the implementation of the Trust's Learning and Development Strategy and the HR Management Plan. He/she will be required to contribute to the identification of learning and development needs and be capable of supporting the development, design, delivery and evaluation of a range of learning and development programmes.

While the post holder will have allocated responsibilities, he/she will also be expected to work closely with colleagues to ensure the delivery of an effective and efficient Learning and Development function including the delivery and evaluation of a range of Learning and Organisational Development interventions in support of a high performing organisational culture, e.g. Appraisal, Trust Values, Quality Improvement and Employee Engagement.

He/she will also be required to assist the Senior Learning and Development Facilitator to progress a number of Employability initiatives and work with a range of internal and external stakeholders in support of these programmes.

Main Duties and Responsibilities

Facilitation and Delivery of Training

1. Conduct training needs analysis to support the development of programme design and delivery
2. Research, design and deliver a range of learning and development programmes to support organisational needs
3. Plan and develop effective learning and development programmes, courses and materials that meet the needs of diverse learners
4. Facilitate and deliver high quality training to meet the development needs of Trust staff.
5. Effectively facilitate training courses/workshops/events using a range of delivery methods, activities, resources and feedback to meet the needs of all learners
6. Support the marketing and communication activities associated with promoting in-house learning and development programmes.
7. Evaluate the learning and development programmes making recommendations as how to improve the programme to increase its impact at individual, team and organisational levels
8. Identify the most appropriate and cost-effective training approach, including selection of training media
9. Support the development and implementation of modernised and innovative ways of learning, including the effective use of technology
10. Work with Learning and Development Support team to ensure effective administration of training events and carry out ongoing review of systems and technology to support excellent admin service provision.
11. Support the development and implementation of modernised and innovative ways of learning, facilitating staff access through a flexible provision and approach
12. Provide a high quality and professional advice service to managers and staff with regards learning and development
13. Provide one-to-one support to staff where requested/required

14. Provide advice and guidance to teams/managers within the Trust to enhance team effectiveness and development, including service improvement
15. Ensure effective outcomes against Key Performance Indicators and Learning & Development objectives in line with the Trust Accountability process
16. Assist in the provision of high quality training activity reports and performance dashboard to demonstrate the value of learning
17. Contribute to the production of an annual trust wide learning and development portfolio

Project Management

18. Assist in the management of specific learning and development initiatives as requested by the Senior Learning and Development Facilitators and Learning and Development Managers. Key projects will include:
 - a. Employee Engagement
 - b. Trust wide Values implementation
 - c. Appraisal implementation - SDR
 - d. Employability initiatives and schemes
 - e. Supporting Belfast Strategy
 - f. Quality Improvement Training
 - g. Service Improvement
 - h. Safety, Quality and Innovation
 - i. Corporate Welcome & Induction
19. Assist in the day-to-day management of the identified projects, co-ordinating any activity to be undertaken and ensure objectives and timescales are achieved.
20. Support the implementation of the Trust's Statutory/Mandatory Policy taking account of governance and ongoing legislative requirements, in partnership with service groups.

Employability

21. Assist in the Co-ordination and support of Employability Initiatives through partnership working with external stakeholders including community groups, Schools and Colleges and internal stakeholders including Trade Unions, Recruitment and Selection Team, Corporate Nursing, Health Records and Patient and Client Services to develop effective employability programmes.

Information Management

22. The Learning and Development Facilitator is responsible for all records held, created or used as part of their business including corporate and administrative records whether paper based or electronic, including e-mails. All such records are public records and are accessible to the public, with limited exceptions, under the Freedom of Information Act 2000, the environment Information Regulations 2004 and the Data Protection Act 1998.
23. Ensure the electronic systems used by learning and development are maintained
24. Produce a range of reports as required/requested
25. Contribute to the production of responses to Trust performance management requirements, for example, KPIs, Accountability, PFA, Trust Delivery Plan, Trust Board Report and Controls Assurance Standards.

General Responsibilities

- Employees of the Trust are required to promote and support the mission and vision of the service for which they are responsible and:
- At all times provide a caring service and to treat those with whom they come into contact in a courteous and respectful manner.
- Demonstrate their commitment by their regular attendance and the efficient completion of all tasks allocated to them.
- Comply with the Trust's Smoke Free Policy.
- Carry out their duties and responsibilities in compliance with the Health and Safety Policies and Statutory Regulations.
- Adhere to Equality and Good Relations duties throughout the course of their employment.
- Ensure the ongoing confidence of the public in-service provision.
- Maintain high standards of personal accountability.
- Comply with the HPSS Code of Conduct.

Records Management

All employees of Belfast Health & Social Care Trust are legally responsible for all records held, created or used as part of their business within the Belfast Health and Social Care Trust, including patient/client, corporate and administrative records whether paper based or electronic and also including e-mails. All such

records are public records and are accessible to the general public, with limited exceptions, under the Freedom of Information Act 2000, the Environment Regulations 2004 and Data Protection Act 1998. Employees are required to be conversant with the Belfast Health and Social Care Trust policy and procedure on records management and to seek advice if in doubt.

Environmental Cleaning Strategy

The Trusts Environmental Cleaning Strategy recognizes the key principle that “Cleanliness matters is everyone’s responsibility, not just the cleaners” Whilst there are staff employed who are responsible for cleaning services, all Trust staff have a responsibility to ensure a clean, comfortable, safe environment for patients, clients, residents, visitors, staff and members of the general public.

Infection Prevention and Control

The Belfast Trust is committed to reducing Healthcare associated infections (HCAs) and all staff have a part to play in making this happen. Staff must comply with all policies in relation to Infection Prevention and Control and with ongoing reduction strategies. Standard Infection Prevention and Control Precautions must be used at all times to ensure the safety of patients and staff.

This includes:-

- Cleaning hands either with soap and water or a hand sanitiser at the appropriate times (WHO ‘5 moments’);
- Using the correct ‘7 step’ hand hygiene technique;
- Being ‘bare below the elbows’ when in a clinical environment;
- Following Trust policies and the Regional Infection Control Manual (found on intranet);
- Wearing the correct Personal Protective Equipment (PPE);
- Ensuring correct handling and disposal of waste (including sharps) and laundry;
- Ensuring all medical devices (equipment) are decontaminated appropriately ie. cleaned, disinfected and/or sterilised;
- Ensuring compliance with High Impact Interventions.

Values:

The Belfast Trust aims to recruit staff not only with the right skills but also with the right values to ensure the delivery of excellent patient care and experience. Staff will be expected to be committed to provide safe, effective, compassionate and person centred care by:-

- Treating Everyone with Dignity and Respect
- Displaying Openness and Trust
- Being Accountable

- Being Leading Edge
- Maximising Learning and Development

By embedding the above values we will make a significant contribution to the delivery of the Trust's Vision.

Personal Public Involvement

Staff members are expected to involve patients, clients, carers and the wider community where relevant, in developing, planning and delivering our services in a meaningful and effective way, as part of the Trust's ongoing commitment to Personal Public Involvement (PPI).

Please use the link below to access the PPI standards leaflet for further information.

http://www.publichealth.hscni.net/sites/default/files/PPI_leaflet.pdf

Clause: This job description is not meant to be definitive and may be amended to meet the changing needs of the Belfast Health and Social Care Trust.



Belfast Health and Social Care Trust

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JOB SPECIFICATION

POST: Learning & Development Facilitator (Band 5)

LOCATION: Human Resources Department, Belfast Health and Social Care Trust

ESSENTIAL CRITERIA

1. Degree or relevant Professional Qualification or equivalent/Higher qualification and 1 years' experience working in Training, Learning & Development or Human Resources.

Or

Certificate in Personnel Practice or Certificate in Training Practice, or equivalent and 2 years' experience working in Training, Learning & Development or Human Resources

Or

4 years' experience working in Training, Learning & Development or Human Resources

2. Have demonstrable ability in the design, delivery and evaluation of a range of learning and development interventions
3. Demonstrate an ability to establish and maintain effective working relationships with a diverse range of stakeholders
4. Have excellent ICT skills to include Microsoft office applications
5. Have excellent communication skills, both orally and in writing

DESIRABLE CRITERIA

1. Have knowledge and experience of employability opportunities including return to work pathways, career progression pathways and apprenticeship schemes.

VALUE BASED RECRUITMENT

* Values Based Recruitment is a process adopted by the Belfast Trust to attract and select employees on the basis that their individual values and behaviours align with those of the Trust and incorporating the Healthcare Leadership Model.

It focuses on the 'how' and 'why' people do what they do.

Candidates who are short-listed for interview will need to demonstrate at interview that they have the required knowledge, skills, competencies and values to be effective in this new role.

In answering the value based questions you have the opportunity to share examples of when you have demonstrated values relevant to the Belfast Trust.

Belfast HSC Trust Values

Whilst employees will be expected to portray all the values, particular attention is drawn to the following values for this role.



RESPECT & DIGNITY

- Being respectful to others
- Showing compassion to those who need our care
- Acting fairly and even-handed
- Acknowledging the good work of others
- Supporting others to achieve positive results



OPENNESS & TRUST

- Communicating openly and consistently
- Listening to the opinions of others and acting sensitively
- Being trustworthy & genuine
- Ensuring that appropriate information is shared honestly



ACCOUNTABILITY

- Taking responsibility for your own decisions and actions
- Openly admitting your mistakes and learning from them
- Using all available resources appropriately
- Challenging failures and poor practice courageously



LEADING EDGE

- Actively seeking out innovative practice
- Participate in new approaches & service development opportunities
- Share best practice with others
- Promote the Trust as a centre of excellence



MAXIMISING LEARNING & DEVELOPMENT

- Act as a role model for the development of others
- Continuing to challenge my own practice
- Fulfil my own statutory mandatory training requirements
- Actively support the development of others

June 2017