

JOB DESCRIPTION

JOB TITLE:	Systems Trainer
BAND:	Band 5
LOCATION:	Sentinel House
ACCOUNTABLE TO:	Director of Finance
LINE MANAGER:	Senior Systems Lead Trainer
KEY RELATIONSHIPS:	Trust managers, CCG and social service staff, GPs, other Finance Directorate staff
HOURS OF WORK:	This is a full-time post of 37.5 hours per week. The post holder may be required to work flexibly to meet the needs of the service.
JOB PURPOSE:	<p>The post holder will be responsible for:</p> <ul style="list-style-type: none">• Developing and co-ordinating the delivery of high quality IM&T training for the Trust, including the development and design and adaptation of training materials.• Supporting the promotion of training via web technology for DHC staff, CCG stakeholders and GP practices, including regular updating of resources on the Trust intranet and related collaborative environments.• Working within a small team of Systems Trainers ensuring training delivery meets customer's needs and is delivered professionally and effectively.• To work collaboratively with the other Trainers, Project Managers, Development Engineers and other Directorate colleagues in providing advice and professional support in relation to the delivery of an effective technical training service that promotes the dissemination and use of information in clinical and corporate management.

MAIN DUTIES AND RESPONSIBILITIES:

1. Working within a team of systems trainers, reporting to the Senior Systems Trainer, responsible for the delivery of Technical systems training for various types of information and clinical system software applications used by the Trust, GPs and CCG.
2. To be innovative, developing, implementing and evaluating new training materials/approaches. Responsible for the co-ordination and administration of specific IM&T Training via support staff, and the defining and agreeing course patterns and content.

3. To be influential on training approaches, structure and formats for all IT software ensuring compliance with NHS guidelines across the whole of the Trust.
4. To provide regular updates on workload to an agreed format ensuring that all time is logged appropriately against the relevant customer. Ensure that analysis of resource usage is readily available to customer if required.
5. To provide specialist training and advice to customers which may include suggested configuration options of the deployed systems, to ensure best fit within the operational service and the wider environment. Where required, this will also include participating in testing of system upgrades where those systems form part of the wider training portfolio.
6. To provide the Senior Systems Trainer with appropriate support to ensure that IT training is appropriate to support the dynamic requirements of the IM&T strategy and priorities.
7. To implement the IT Training Policy across the Trust, advising on how to implement agreed changes to user working practices where applicable.
8. Establish and monitor mechanisms to ensure all training material is managed, accurate, adheres to house style and is up to date, and fully exploits the potential of the electronic approach.
9. Ensure that learner feedback on the training delivered is collated and acted upon if necessary.
10. Delivering high quality training, responsible for co-ordinating, planning and preparing training facilities and materials prior to courses, ensuring that there is an adequate system in place to effectively plan courses, venues and trainers.
11. Actively encourage staff to use on-line training facilities for all training needs where available and to work with other members of the Information Team, within the Trust to devise on-line training modules for those currently delivered face to face.
12. Provide support to other team members, demonstrating skills and techniques to less experienced staff where required.
13. Represent the Trust at local, regional and national levels with regard to information development and training issues including participation in User Groups where required.
14. Develop new packages of training as and when the Trust procures new systems requiring training, or makes significant changes to the use of existing packages.
15. To ensure that all training participants comply with the requirements of the Data Protection Act and adhere to the Trust's IT Security policies. The post holder must observe a high degree of confidentiality at all times.
16. Attend Department meetings to ensure collaborative working, sharing of knowledge and to understand, support and advocate the communication and change management working stream objectives throughout the Trust.
17. The postholder will be expected to organise and prioritise their own workload, being managed rather than supervised, to meet the objectives of the Trust and Department, working autonomously within established parameters to meet learner needs on a daily basis.

18. Act as a source of professional advice for staff of the local health and social care community on training issues.
19. To undertake regular travel throughout Dorset and frequent requirement to rearrange furniture/equipment to suit training needs depending on the situation.
20. Presenting training requires frequent periods of concentration where the work pattern is unpredictable. Planning and preparation of course material also requires frequent periods of concentration, where the work pattern can be unpredictable.
21. The postholder is unlikely to come into direct contact with distressing situations but would need or demonstrate and maintain patience and understanding with trainees who are slower and/or more demanding than others.
22. To communicate effectively with all Trust staff and external agencies.
23. To assimilate, manage and communicate a wide range of complex information, which may involve matters relating to individual staff or patient matters or to matters of commercial confidence; for example, reception and dissemination of complex technical information and subsequent dissemination in an appropriate form to users of different skill-levels.
24. To establish effective working relationships with the Trust's Learning Centre in order to maximise the support available for identifying individual learning needs for IT and administrative support for finding appropriate training venues and receiving bookings for staff.
25. Required to deliver formal training which may be of a technically complex nature both to large groups and to individuals on a one-to-one basis. Standard keyboard and good presentation skills required for training delivery.
26. Training delivery often involves the use of expensive equipment for which they are not personally accountable for but are responsible for its safe use whilst training.
27. This is not an exhaustive list of duties and responsibilities, and the postholder may be required to undertake other duties which fall within the grade of the job, in discussion with the manager.

SECTION B: TERMS AND CONDITIONS OF SERVICE

1.
Dorset HealthCare has a range of clinical, operational, financial, health & safety, risk management, human resource, equality & diversity and other policies, procedures and guidance, copies of which can be found on the Trust Intranet or obtained from the line manager or Human Resources Department. The post holder is expected to be aware of all policies, procedures and guidance which applies to them and to observe their provisions at all times.
2.
Employment in this post is subject to a Disclosure & Barring Service criminal records Disclosure. The post holder may be required to undertake a Disclosure application at any time during employment.
- 3.

Staff are not permitted to smoke on Dorset HealthCare premises, either inside or outside, or inside Trust vehicles.

4. Staff are expected to undertake all mandatory training and refresher training appropriate to their role. This may include preventative management of violence and aggression (PMVA) and/or breakaway techniques, and cardio-pulmonary resuscitation (CPR). If in doubt as to which mandatory training applies to this post, advice should be sought from the line manager.

5.
All staff who are required to handle food and drink other than for their own consumption must comply with the Food Safety and Hygiene (England) Regulations 2013.

6.
Dorset HealthCare is committed to promoting the welfare of children and vulnerable adults. Staff are expected to be aware of, and comply, with their roles and responsibilities in relation to safeguarding vulnerable groups.

7.
Staff are expected to observe the highest standards of care and conduct and to engage constructively with managers, colleagues, patients/service users/carers and others in the course of their duties.

SECTION C: CORE ATTRIBUTES AND BEHAVIOURS

Staff are expected to adhere to and demonstrate Dorset HealthCare's Core values and behaviours at all times.

Values

Our values underpin all that we do and provide a sense of direction to people, teams and the Trust overall.

1.
Respect and dignity
We value each person as an individual, respect their aspirations and commitments in life, and seek to understand their priorities, needs, abilities and limits. We take what others have to say seriously. We are honest about our point of view and what we can and cannot do.

2.
Commitment to quality of care
We earn the trust placed in us by insisting on quality and striving to get the basics right every time: safety, confidentiality, professional and managerial integrity, accountability, dependable service and good communication. We welcome feedback, learn from our mistakes and build on our successes.

3.
Compassion and kindness
We respond with humanity and kindness to each person's pain, distress, anxiety or need. We search for the things we can do, however small, to give comfort and relieve suffering. We find time for those we serve and work alongside. We do not wait to be asked, because we care.

4.
Improving lives
We strive to improve health and wellbeing and people's experiences of the NHS. We

value excellence and professionalism wherever we find it – in the everyday things that make people's lives better as much as in clinical practice, service improvements and innovation.

5.
Working together for patients

We put patients first in everything we do, by reaching out to staff, patients, carers, families, communities, and professionals outside the NHS. We put the needs of patients and communities before organisational boundaries.

6.
Everyone counts

We use our resources for the benefit of the whole community and make sure nobody is excluded or left behind. We accept that some people need more help, that difficult decisions have to be taken – and that when we waste resources we waste others' opportunities. We recognise that we all have a part to play in making ourselves and our communities healthier.

Behaviours

Our behaviours provide a guide to how we can bring our values to life and constantly remind us that how we do things is as important as what we do and achieve.

7.
Positive

Embracing change and feedback, utilising constructive feedback to make improvements and promoting achievements of the Trust and others.

8.
Proactive

Challenging unacceptable behaviour, showcasing learning and innovation, actively encouraging ideas and involvement from others.

9.
Supportive

Being attentive, encouraging and helping others, giving and receiving feedback to enable people, teams and services to develop.

10.
Respectful

Empowering people to voice their opinion, introducing yourself and ensuring language is professional and inclusive.

11.
Reliable and trustworthy

Being open and transparent, acknowledging errors, being honest about limitations and not over-promising.

SECTION D: CHANGES

This document represents a description of the job, and the skills, knowledge, experience and attributes required, at the date of issue.

Dorset HealthCare will periodically review this job description and person specification to ensure that it continues to meet service needs and will involve the post holder/s in the review process with the aim of reaching agreement on any reasonable changes which

may be required. In the event that agreement is not achieved, Dorset HealthCare reserves the right to insist on reasonable changes following consultation with the post holder.