

Job title:	Learning & Development Assistant (SMSKP)
Grade:	£18,243 - £21,907 p.a. (pro rata)
Accountable to:	Learning & Development Officer (Here)
Location:	Here, 4th Floor, 177 Preston Road, Brighton

About us and our culture

We are a not-for profit, social enterprise, membership organisation delivering NHS services. Our members are local GPs, practice managers, practice nurses and our own staff.

We believe these things to be true

- Care is something we can choose to show for ourselves and each other at any time. Care is not exclusive to an appointment or a medical intervention
- We have a right to take control of our lives
- It takes courage to step forward and effect change. The capacity to lead is within us all
- Every interaction can be powerful if we choose to engage consciously. We know the ripples from these movements can go on to create profoundly positive change
- True care is a way of living that creates meaning between us all

Our Purpose in the World

Care Unbound. To create more possibilities for care in every moment.

How we work in service of our purpose

- We strengthen our capacity to care for ourselves and each other
- We recognise each opportunity to help people make meaningful choices
- We encourage ourselves to be guided by our values in the work we do every day
- We develop the capacity for leadership in ourselves and with all those we engage with
- We make improvements quickly where we recognise the opportunity, rather than waiting for perfect solutions
- We bring together the right people organisations and ways of working to create true partnerships

We believe in enabling people to take control of their health care journeys – we help to change the way health and wellbeing services work so care can focus on what matters to individuals.

We work to ensure that our culture is one that allows everyone to come to work as their 'whole' selves. For most of us, work takes up a big part of our day. We want to ensure that it's enjoyable and speaks to us on a level deeper than 'just getting the job done'.

Because of this:

- We run a coaching programme which enables everyone to learn how to become a coach and have access to coaching when needed
- We have a process called 'Pirate Dave' which allows peer-to-peer conversations about development
- We have a staff-run 'Wellness Group' that enable staff to set up initiatives that link to wellness/wholeness. This has included running yoga, installing a ping pong table in the rec room and buying free fruit for staff
- We have a staff-run 'Time & Spaces Group' who run organisational wide projects to ensure that every voice from the organisation is heard. They have been a big part of our recent office refurbishment which included installing a quiet room covered in grass for when we need to take a break and running an artwork competition so we can cover our walls with art created by our staff.
- We host mindfulness sessions twice per day

JOB PURPOSE

The Sussex MSK Partnership (SMSKP) is managed and coordinated centrally by HERE. The Learning & Development Assistant is responsible for supporting and contributing to the development and implementation of the end-to-end training activity for all staff engaged in Clinical Support Administration (CSA) functions for the service. They work with service and pathway leads to provide a comprehensive training package that maintains a skilled and motivated workforce to fulfill the needs of the service. The LDA will coordinate induction training as well as ongoing training within the SMSKP, ensuring continuous learning and feedback to staff and clinicians. They will work with staff and clinicians to ensure quality, safety and effectiveness in process during roll out of service changes and in ongoing support of the service enabling all members of the team to create more possibilities for care in every moment.

PRINCIPAL DUTIES & RESPONSIBILITIES

Training and Development

- 1) To work with Pathway Operational Managers (POMs), Senior Patient Care Advisors (SPCAs) and Clinical Leads (CLs) to identify and develop effective induction training programmes for all new staff including clinicians where relevant.
- 2) To work with POMs/SPCAs/CLs to identify staff training and development needs, gathering information through job analysis, staff appraisals, 1 to 1's, regular consultation with business/team managers/self-managing teams, and surveys to source and/or provide training, enabling staff to effectively use all processes, including Vedas 2 and Systmone.
- 3) To help produce training materials for in-house courses to enable teams to solve specific training problems, either on a one-to-one basis or in groups.
- 4) To maintain a computerised training tracking system and input training information to ensure the system is kept up-to-date.
- 5) To ensure that statutory training requirements are met, monitoring and reviewing the progress of staff through evaluation of training and development programmes.
- 6) To support the POMs/SPCAs/CLs in identifying amendments and revisions to programmes as necessary in order to adapt to the changes that occur in the work environment aligning with the service's business objectives and employee needs.

Supporting effective clinical triage

- 7) To work with the POMs/SPCAs/CLs to improve the effectiveness of the triage function within the service.
- 8) To identify triage clinical staff training needs and provide or source training to enable effective use of processes to cover all processes including Vedas2 and Systmone.
- 9) To support ongoing improvement/redesign projects.

Learning across the service and the wider organisation

- 10) To have input into the development of processes and structures for identifying patterns across SMSKP and the wider Here organisation.
- 11) To support and encourage a nurturing and learning environment across the pathway teams and the service as a whole to maximise speed of implementation of new processes or ideas.
- 12) To have input into the implementation of new system and process changes arising from learning.

- 13) To undertake any other duties required by the business as appropriate to job role.

USE OF NEW TECHNOLOGY

We will make use of computer technology. Staff should expect to use automated information systems in their work in order to improve quality and co-ordination of services, and to enable faster and more accurate communication within and outside of the organisation.

CONFIDENTIALITY

As an employee of 'Here' you may gain knowledge of a highly confidential nature relating to the private affairs, diagnosis and treatment of patients, information affecting members of the public, matters concerning staff and details of items under consideration by 'Here'. Under no circumstances should such information be divulged or passed to any unauthorized person. This includes holding conversations with colleagues concerning patients or staff in situations where the conversation may be overheard. Breaches of confidence will result in disciplinary action which may involve dismissal.

EQUAL OPPORTUNITIES

Our policies and practices are designed to ensure equality of opportunity in employment and service delivery. All staff are expected to comply with these policies and practices.

HEALTH AND SAFETY

All staff have a responsibility to perform their duties in such a way that accidents to themselves and to others are avoided, and to cooperate in maintaining their place of work in a tidy and safe condition, thereby minimising risk. Employees will, therefore, refer any matters of concern through their respective line managers. Similarly, it is each person's responsibility to ensure a secure environment and bring any breaches of security to the attention of their managers.

NO SMOKING POLICY

We operate a no-smoking policy. This applies to all staff and visitors. This policy also includes travelling in 'Here' owned or leased vehicles during work time and whilst travelling in their own vehicles whilst on duty, in work time or whilst on 'Here' premises. It is a condition of employment for staff that they do not smoke whilst on duty or anywhere on the premises including the car park.

TRAINING AND DEVELOPMENT

All employees have a responsibility to undertake statutory and mandatory training that is required by 'Here'. In accordance with the Training and Development Policy staff are expected to actively participate in the appraisal system and using this process to develop a Personal Development Plan (PDP).

AGREEMENT

This job description will be reviewed as necessary and may be amended to meet the changing needs of 'Here'. It will also be used as the basis to set performance standards and/or objectives and the contents will be used as part of annual appraisals. This job description has been agreed between the post holder and 'Here'.

Employees

Signature:

Print Name

Date:

Manager Signature:

Print Name:

Date:

JD author (name and job	Briony Jefferies, Learning & Development
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title):	Officer, Here
Date JD agreed:	
Brief description of reason for review (if applicable)	
Version number	Version 1