

Job title:	Onboarding & Development Manager
Salary:	£24,500 - £27,000 per annum pro rata
Accountable to:	IAS Service & Partnership Lead
Location:	Based Here, 4th Floor, 177 Preston Road, Brighton & various locations across East Sussex

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 enable everyone to work flexibly and to do their work in the way that best supports their productivity and work life balance.
- We have a staff-run 'Wellness Group' that enables staff to set up initiatives that link to wellness/wholeness. This has included offering a residential wellness weekend, after work yoga, meditation, football, art club, circus skills and installing a ping pong table and a fish tank in the office
- We draw on and celebrate the creativity of our staff through engaging them in the design and use of our office, exhibitions of colleague's art work and engaging their skills and talents wherever possible.
- We have led mindfulness sessions everyday in our grass carpeted 'meadow' room in the office.
- Everyone has an annual learning review called 'Pirate Dave' which is designed to make sure everyone has support to develop and flourish.
- We have a monthly Here Hoopla get together where we celebrate the great work people do and through our Brilliance Award

IMPROVED ACCESS SERVICE (IAS) OVERVIEW

Practices work in hubs to provide extended hours GP appointments until 8.30pm Monday to Friday, for six hours on a Saturday (8-2pm) and up to 4 hours on a Sunday. The case mix is routine primary care, pre-bookable at the practices within the module and targeted at people who cannot easily access their GP practice during the week including working people, people who need a carer to accompany them to access the service and school children with working parents.

JOB PURPOSE:

Reporting to the Service and Partnership Lead, the Onboarding & Development Manager

(ODM) is responsible for developing and managing the end-to-end training activity for all staff signed up to the Workforce Platform to provide a comprehensive training package that maintains a skilled and motivated workforce to fulfill the rostering needs of the service. The role supports Rota management across all services ensuring each service has sufficient staffing numbers to meet contracted delivery requirements. There will be a continuous need to advertise clinical and non-clinical roles.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

Training and Development

- To identify and develop effective induction programmes for all new staff and existing staff.
- To identify staff training and development needs, gathering information through job analysis, team managers, and surveys to source and/or provide training, enabling staff to effectively use all processes, including System1 and EMIS.
- To produce training materials for in-house courses helping line managers solve specific training problems, either on a one-to-one basis or in groups.
- To develop and maintain a computerised training tracking system and input training information to ensure the system is kept up-to-date.
- To ensure that statutory training requirements are met, monitoring, and reviewing the progress of staff through evaluation of training and development programmes.
- To amend and revise programmes as necessary in order to adapt to the changes that occur in the work environment aligning with the service business objectives and employee needs.
- To develop and deliver management information reports to track and benchmark learning and development participation, costs, benefits, etc.
- Engage and manage in social media presence creation on all service channels including twitter, website, and any other relevant platforms.
- Assist internal/external communications and social media management with large projects, events, and community news.

Learning across integrated teams

- To develop processes and structures for identifying patterns across integrated teams and putting learning systems and processes in place nurturing a learning environment across the teams to maximise speed of implementation of new processes or ideas.
- To facilitate the implementation of new system and process changes arising from learning.
- To provide support and act as an interface with the Performance Information Team, supporting the use of information to improve performance and learning.
- To act as a focal point for suggestions for improvement, or for matters of concern from staff and clinicians.
- To undertake any other duties required by the business as appropriate to job role.

HR/ Rota Management

- Shared responsibility with the other Assistant Managers for staffing the IAS rotas across East Sussex and for managing the Rota fairly and equitably for all interested parties
- Ensuring that any risks to service delivery are escalated to the IAS Manager
- Responsibility for the administration of the recruitment and selection of appropriate staff to the IAS, ensuring that addendums to contracts/contracts of employment are provided to all staff
- Ensure that all staff added to the rota are compliant to statutory requirements and that the service holds the necessary documentation
- Work to ensure appropriate indemnity for clinicians who work within the IAS
- Maintain an effective induction and training programme for all staff added to the rota and checking IT system logons
- Manage communications across the extended team ensuring everyone is kept abreast of developments and changes
- Ensure that staff adhere to the relevant policies, procedures, and protocols.
- Ensure that all relevant employment legislation is followed and maintain an awareness of changes in employment legislation
- Line manage a small team of administrators and undertake regular one-to-one meetings and annual appraisals ensuring that Here's HR policies are properly implemented

Operational Management Support:

- Responsible for workforce planning on an operational and daily/ weekly basis
- Support for ensuring the IAS has access to all facilities, equipment, consumables, and dressings/vaccines to ensure smooth running of the service
- Support with the security of the facilities during operational hours of the IAS
- Work with the host Practice Manager and IAS Service Manager to raise any issues relating to facilities, equipment and consumables in a timely manner
- Support with the day to day running of the service, ensuring that all IAS staff understand how to access timely support and advice and resolve issues quickly

Personal Development:

- Engage in individual performance review embedding the learning/change required
- Responsibility for maintaining a record of own personal and/or professional development

- Responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work

Confidentiality

- In the performance of the duties outlined in this Job Description, the post-holder may have access to confidential information relating to patients and their carers, Practice staff and other healthcare workers. They may also have access to information relating to the Practice as a business organisation. All such information from any source is to be regarded as strictly confidential.
- Information relating to patients, carers, colleagues, other healthcare workers or the business of the Practice may only be divulged to authorised persons in accordance with the Practice policies and procedures relating to confidentiality and the protection of personal and sensitive data.

Equality and diversity

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

- Acting in a way that recognizes the importance of people's rights, interpreting them in a way that is consistent with Practice procedures and policies, and current legislation
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues
- Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

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 title):	Denise McSween
Date JD agreed:	
Brief description of reason for review (if applicable)	
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