

## **Training Lead**

**Reports To:** Deputy CEO

**Grade:** E

**Supervises:** None

### **Main Purpose**

To provide support to the management teams by overseeing and coordinating training to ensure staff are suitably competent and compliant with the needs of the service and their individual roles.

To provide SMT with accurate reports on the compliance of the organisation and provide guidance and proposals on ways to improve the training provision.

### **Training**

- To coordinate the training provision of all mandatory courses for the Deal site and Head Office teams.
- To manage provisions of additional courses including, the care certificate, NVQ provision and other training opportunities across the organisation.
- To work with SMT and the management teams to build a culture of learning and development.
- To oversee the recording and monitoring of care staff competencies and ensure they are completed and updated in line with agreed requirements, liaising with HR and payroll when necessary.
- To support the coordination of the induction and buddy processes on the Deal site.
- To work with the Deal management team to coordinate specialist training requirements for the Deal site.
- Be an administrator for the online training system, updating as required.

### **PCS (Person Centred Software)**

- Have a working knowledge of the PCS system.
- Provide new starters with an initial training session to prepare them for using this on a daily basis.
- Provide refresher training to those as and when requested by the management team.

### **Main Duties**

#### **Training**

1. Create an annual plan for Deal to ensure all employees receive their required mandatory training within agreed timescales.
2. As required produce training reports and work with the rota manager, booking staff onto mandatory training when they are due for renewal, ensuring they are compliant, and Martha maintain a high level of overall training compliance.
3. Ensure employees are informed of their training in advance, and that following sessions the training database is updated in a timely fashion to enable reports and figures to be accurate.
4. Ensure accurate records are kept of all training activities and are available for inspection at any time by relevant parties.
5. Work with teams to improve attendance levels.

6. Support the coordination of the induction process, working with others as required at Deal by:
  - Allocating buddy shifts
  - Creating the online training profile and log on.
  - Providing the new starter with training information and overview
  - Arranging the initial Safeguarding overview with a Safeguarding Champion.
  - Arranging and providing initial PCS training.
7. Work with teams across the organisation to suggest and implement improvements to the training provision that expand on skills and knowledge, positively impacting Martha Trust, while ensuring courses are accessible, inclusive, and embracing equity.
8. Work with the Management Teams to ensure that individual competencies related to specific roles or skills, are recorded, and monitored to ensure compliance and accuracy. Highlight any areas where competencies should be introduced and work with the teams to achieve a high standard of competency and skill.
9. When competencies are linked to pay, ensure the relevant process is followed to avoid any delays in pay increases.
10. Work with the Deal management team to research, book, and coordinate training sessions as required including clinical, resident specific, and all specialist courses.
11. Be the point of contact for individual specialist training, supporting employees to research courses of interest, and booking when authorisation is granted for the employee to attend. Ensure that supporting documentation is clear and saved to personnel files enabling Martha Trust to reclaim training expenses in line with the employment contract when necessary.
12. Be the coordinator for the Care Certificate
  - Identify those who need the Care Certificate and prioritise accordingly.
  - Liaise with the management teams to ensure training is coordinated to allow staff to attend support sessions with minimal disruption to care provision.
  - Keep finance informed of active participants to ensure the apprenticeship levy information is kept up to date and relevant.
  - Coordinate group and/or individual support sessions according to need, providing equitable support as required to complete the Care Certificate workbooks.
  - Carry out observations as required.
  - Arrange for modules to be marked by the appropriate member of the management team.
13. Coordinate NVQ level training, working with the provider to ensure learners are supported and encouraged to achieve their qualification in the set timescales required.
14. Working with the Deputy CEO, ensure the mandatory training compliance is achieved, and that new starters receive an induction that prepares them for working in the homes, satisfying CQC requirements around suitable and properly trained staff teams.
15. To at all times consider equity, diversity and inclusion and work towards a learning organisation that values the benefits of developing people.
16. To keep abreast of changes to regulations and legal requirements related to the necessary training provisions at Martha Trust and advise of changes as required to ensure Martha Trust is compliant.

## **Other Duties**

17. As part of the team based in the cottage at Deal, reception duties will need to be covered from time to time. This will include answering and directing phone calls as well as dealing with face-to-face visitors, signing them in and showing them around site.
18. Undertake any other reasonable request or project work as and when required.

## **WORKING RELATIONSHIPS AND CONTACTS**

**Internal:** All staff, Nurse Team, Managers, Administration staff, Care staff, Directors, Residents

**External:** Families, Care Managers, Health Professionals, Therapists

**CHRISTIAN ETHOS AND VALUES** The post holder must carry out all duties in a manner which is consistent with Martha Trust policies, procedures and practices, and to maintain at all times the Christian ethos and values of the organisation, ensuring, as far as possible, that all activities within the work setting are consistent with those values.

**CONFIDENTIALITY** The post holder must ensure that any information relating to employees (future, current and past) or Service Users is treated in strictest confidence and must be discussed only within the confines of the work setting with the appropriate members of the team or managers.

## **HEALTH AND SAFETY**

The post holder must be familiar with Martha Trust Health & Safety policies and guidelines as well as their legal responsibilities. All work should be undertaken so as to be consistent with these, and so as to ensure own health and safety, and that of others affected by their work.

## **INFECTION CONTROL**

To ensure full compliance with infection prevention and control policies and procedures; through assuming responsibility for your own infection prevention and control practices and reporting potential risks and / or poor practice to the Infection Prevention and Control Link or the Head of Care Services.

**PERSON SPECIFICATION**

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Good level of education to GCSE standard</li> <li>• Willing to develop skills and knowledge further</li> </ul>	<ul style="list-style-type: none"> <li>• Administration qualification an advantage but not essential.</li> <li>• A training Qualification</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Sound working knowledge of MS Office including Word, Excel, Access, and Outlook.</li> <li>• Awareness of good office working practices</li> <li>• Willing to learn about the specialist support and care needs of individuals with Profound physical and learning disabilities.</li> </ul>	<ul style="list-style-type: none"> <li>• Understanding of the Voluntary Sector.</li> <li>• Some understanding of CQC</li> <li>• Some understanding of training, The Care Certificate or NVQ.</li> <li>• Good understanding of the specialist support and care needs of individuals with Profound physical and learning disabilities.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Previous experience in a similar role</li> </ul>	<ul style="list-style-type: none"> <li>• Experience within a care setting</li> <li>• Experience delivering training</li> </ul>
<b>Work-based Skills</b>	<ul style="list-style-type: none"> <li>• Excellent organisational skills</li> <li>• Strong interpersonal and communication skills</li> <li>• An excellent command of the English language and grammar</li> <li>• Good time management skills</li> <li>• Self-confidence to take the initiative</li> <li>• A positive and helpful telephone and business manner.</li> </ul>	
<b>General Skills/Attributes</b>	<ul style="list-style-type: none"> <li>• Tact and discretion</li> <li>• Attention to detail</li> <li>• A flexible and co-operative approach</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to multi-task and manage workload</li> </ul>

This job description and person specification is not exhaustive, and amendments and additions may be required in line with future changes in the post holder duties.

Signed by Employee

Date

Signed by Manager

Date

