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| **Job Title:** | **Learning & Development Facilitator**  |
| **Reports To:** | **Learning & Development Manager** |

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| **Job Summary:** | Drive performance and quality within our homes through delivery of quality assured training to our team. To ensure we have a competent and compliant team to deliver exceptional care to our residents. Working within a regional team and providing direct support for a cluster of care homes.  |

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| **Role Responsibilities:** |
| **Service delivery outcomes.*** Being the lead trainer for a cluster of homes, delivering a variety of topic areas with a focus on statutory and mandatory training.
* Assist in the identification of learning needs by utilising the LMS, working collaboratively with the wider L&D team and business operators.
* Contribute towards the planning and design of learning courses and content.
* Facilitate engaging and interactive induction and refresher courses in your homes, both face-to-face and virtually when required.
* Complete robust assessment of learner knowledge, confidence and understanding throughout learning interactions.
* Assist with observations of practice to evidence learning is converted to excellent quality care.
* Accurately record and document facilitated sessions on the one learner record within the Learning Management System.
* Make recommendations for improvement.

**Quality & Governance.*** Follow appropriate governance and quality assurance structures that are in place across all learning and development activities.
* Seek feedback from key stakeholders to share with the wider L&D team and influence strategy.
* Establish and develop productive relationships and partnerships with external organisations to share best practice and act on constructive critique.
* To ensure the recording of all learning activity is complete, accurate and meets all GDPR guidelines.
* Ensure all homes have a robust training plan in place to evidence ongoing learning opportunities for our regulators.
* Report any concerns and/or identified risks in a timely manner via the correct channels.

**Leadership & Management** * Adopt a flexible approach to time management to meet the business needs and shift patterns within the homes.
* Ensure all learning interventions meet the diverse needs of learners, proactively taking an inclusive approach to ensure learning accessibility and outcomes for all learners.
* Encourage teamwork that enhances communication, understanding and delivers high performance.
* Ensure own knowledge is kept up to date, in-line with best practice, legislation and regulatory requirements.

**This is not intended as an exhaustive description of duties and responsibilities and may be amended following consultation with the jobholder.** |

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| **Person Specification** |
| **Experience, Knowledge, Skills & Abilities**  |
| **DIVERSITY & INCLUSION** * Ability to demonstrate an awareness of equality issues and role model them in everyday practice.
* Commitment to providing inclusive learning and development opportunities and meeting neurodiverse learning needs.
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| **TRAINING DELIVERY & DESIGN*** Ability to motivate and inspire others to learn.
* Role modelling of best practice, positive outlook and ‘can do’ attitude.
* Adult social care experience and related qualification.
* Knowledge and experience of statutory and mandatory training.
* Knowledge of regulatory requirements, including CQC’s quality statements.
* Learning and development experience in the adult social care sector.
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| **KEY SKILLS*** Empathy and person centred, with a flexible approach in leading others.
* Excellent work ethic, team player and good interpersonal skills.
* Ability to build internal and external networks, foster relationships and make connections.
* Excellent listening, communication, and people skills across all levels (both written and verbal).
* Good attention to detail, good planning and co-ordination skills.
* IT proficiency (word/excel/PowerPoint) and ability to administrate work.
* Must hold a UK driving licence and own transport.
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| **QUALIFICATIONS*** Level 3 Award in Education and Training (Essential; or willingness to work toward).
* Level 3 (or above) in Health and Social Care (or similar)
* First Aid Instructor Certificate (Desirable; training can be provided)
* Moving and Handling Instructor Qualification (Desirable; training can be provided)
* Crisis Prevention Institute Certificate in Safety Interventions (Desirable; training can be provided)
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| **LIVING OUR VALUES**  |
| **CARING** | * Puts people first.
* Shows kindness, warmth, and compassion.
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| **SUPPORTIVE** | * Works in new ways to improve outcomes for residents, families, and each other.
* Makes life meaningful for others.
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| **HONEST** | * Has a duty of Candour and learns from mistakes.
* Adopts a continuous improvement approach, providing/receiving feedback to learn.
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| **RESPECTFUL** | * Recognises individuality and personal choice.
* Proactively creates an inclusive environment.
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| **ACCOUNTABLE** | * Do what you say you will do.
* Take responsibility for delivering excellent care services.
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| Agreement: |
| **Employee Signature:** |  | **Date:** |  |
| **Manager Signature:** |  | **Date:**  |  |