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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. | |
| **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. | |
| **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. | |
| **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) | |
| **LIVING OUR VALUES** | | |
| **CARING** | * Puts people first. * Shows kindness, warmth, and compassion. | |
| **SUPPORTIVE** | * Works in new ways to improve outcomes for residents, families, and each other. * Makes life meaningful for others. | |
| **HONEST** | * Has a duty of Candour and learns from mistakes. * Adopts a continuous improvement approach, providing/receiving feedback to learn. | |
| **RESPECTFUL** | * Recognises individuality and personal choice. * Proactively creates an inclusive environment. | |
| **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:** |  |