**Job Description & Person Specification**

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| Position: | NHS 111 Non Clinical CQI Pathways Trainer | Division: | NHS 111 |
| Location: | Oldbury | Reporting to: | NHS 111 Training and Development Manager  |

Purpose of the Role

The post holder will be part of a team based at one of the locations of DHU 111. The post holder will provide training, call handling and associated administrative services. Computer systems (ADASTRA) will be used to capture patient information for onward transmission to one of the clinicians in the team. The trainer will be part of a multi-professional/skilled team including clinical and support staff providing accessible services to the population across the Midlands. A commitment to a quality service and excellence in all that DHU 111 undertakes is integral to the role and the development of the service.

Key Areas of Responsibility & Accountability

* Provide training and support to new and existing advisors to ensure the maintenance of a high quality service.
* Train members of staff from any department, in the use of Adastra and NICE CXOne.
* Undertake audit and reflective practice, with new and existing members of staff.
* Assist with the formulation, monitoring and delivery of training plans, evaluating these subsequently with the training manager.
* Update and maintain manual and computerised training records, in a timely & accurate manner.
* Be fully informed of changes to the Adastra system and prepare training documentation to assist in the dissemination of this information to staff.
* Assist the Training Manager with the preparation of appraisal documentation. Contribute to content of appraisal.
* Adhere to all procedures, protocols and other relevant memorandum as appropriate.
* Attend training and meetings as and when required to do so by Management.
* Maintain strict confidentiality in relation to all issues concerned within the service and adhere to the requirements of the Data Protection Act 1984.
* Provide cover for sickness, bank holidays, annual leave, etc for other Pathways Trainers.
* Maintaining equipment – Checking systems and printers as necessary and reporting any faults to senior member of staff.
* Adhere to Health and Safety Policy
* Communicate outstanding issues to your manager or shift replacement before going off duty.
* Notify Line Manager/s or Duty Supervisor of any circumstances which may affect the provision of a high quality service.
* As you will expect the organisation may change from time to time and you will be expected to meet the operational requirements.
* Any other reasonable duties as required from time to time.

Person Specification

The job holder will have the relevant qualifications, experience and skills to excel in this job role, as further explained in the table below.

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| Academic Qualifications | * 4 GCSEs Grades A-C or equivalent including English and Maths
* Typing/Word Processing RSA II qualification or appropriate Keyboard skills
* Microsoft applications qualification e.g. ECDL or equivalent
* A relevant training qualification
* NHS 111 Pathways coaches module
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| Experience | * 2 years suitable training experience
* Previous experience of working with the public in a busy environment
* Communication with a variety of people
* Computer experience (e.g. Word/Excel and other packages) as well as email systems and other electronic media
* Adastra knowledge preferred
* 6 months NHS 111 call handling
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| Practical and Intellectual Skills | * Effective communication skills with a variety of media and all levels of staff with the company as well as external agencies
* Ability to use initiative
* Excellent and accurate record keeping
* Excellent telephone manner
* Good at problem solving
* Listening skills
* Effective time management – strong organizational skills
* Ability to maintain strict levels of confidentiality
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| Circumstances – Personal | * Commitment to role
* Able to work unsocial hours
* Flexibility to meet service/rota needs
* Ability to travel between sites to delivery training
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| Disposition/Adjustment/Attitude | * Proven team player
* Sense of humour
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Diversity

DHU believe our workforce should be as diverse as the range of services we offer, and the communities we serve. We are committed to valuing and encouraging diversity throughout our workforce, regardless of age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. As part of our mission we are dedicated to eliminating discrimination

Acknowledgment

I acknowledge receipt and confirm my understanding and acceptance of the responsibilities specified in my Job Description.

***Please Note:*** *If you are unclear of any requirement in this document obtain clarification from your line manager.*

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| Signature of Post Holder: |  | Date: |  |
| Name: |  |