

Role Profile

Job Title	Care Support Trainer
Division/Location	Skills Hub/Aviation Academy
Reporting to	Quality & Compliance Training Manager
Weekly Hours	37 hours per week
Grade	£25,760-£30,514 per annum , depending on experience

Job Description
<p>The Role:</p> <p>Travelling to local care homes in and around the county where required, the Care Support Trainer will be integral to workforce development, to deliver and maintain effective training and additional learning needs to the support the Norse Group, upskilling our people in the rollout of eCare plans (Nourish).</p> <p>You will provide regular progress updates to ensure that the central project team can monitor and manage the progress of any rollout and training. You will also act as the first point of contact for all care settings for any queries or concerns that they have in relation to the rollout of new digital software solutions.</p>
<p>Main Responsibilities:</p> <ul style="list-style-type: none"> • Providing high quality training solutions, through the effective delivery of learning for Nourish and other digital courses as needed. • Acting as a champion for Care best practice, ensuring full compliance with all relevant legislation, policies and procedures including health and safety and employment . • Acting as a trusted advisor, providing information, advice and guidance to develop effective training solutions to support business needs. • Supporting the assessment of learners (through both classroom sessions and observed practice) to ensure quality outcomes to enhance staff skills and behaviours in the workplace • Working with the Learning & Development Designer to develop and maintain training material to the highest standards, and where relevant meeting all awarding body requirements . • Working with the Quality & Compliance Training Manager, reviewing and evaluating effectiveness of training delivered within the training course. • Liaising with the Learning & Development Coordinator, to plan and schedule required training ensuring training events are effectively booked and confirmed . • Supporting Training Specialists and Learning & Development Specialists with the Internal Quality Assurance of courses, conducting peer reviews and providing feedback on a regular basis . • Ensuring all relevant paperwork relating to course delivery and compliance requirements is completed. • Providing all paperwork to the Learning & Development Administrator(s) in a timely manner, for the training records to be updated efficiently.
<p>Other Duties</p> <p>The duties listed are not exhaustive and may be varied therefore the post holder will be expected to undertake other duties as appropriate to the role and as requested by his/her line manager, including:</p> <ul style="list-style-type: none"> • Carrying out duties appropriate to the grade of the post, including occasional travel to other offices as required. • Promoting continuous improvement and delivering demonstrable high-quality products and services which embrace quality standards. • Demonstrating personal commitment to the Norse Way CSR Strategy.

Approval/Review Date			
Creation Date:	September 2019		
Approved by HR Director:		Date	

Person Specification			
Category	Requirement	Essential or Desirable	Assessment Method Application Form (AF) Certificate (C) Interview (I) Test(T)
Qualifications/ Knowledge/ Training	Working knowledge of ICT skills, including experience of using Microsoft PowerPoint and e-learning tools	Essential	AF / I
	Knowledge of the residential care sector, including Dementia, Palliative and End of Life Care	Desirable	AF / I
	City and Guilds Level 3 or 4 Teaching and Learning or equivalent or willing to work towards	Desirable	AF/C
	Level 3 Health and Social Care qualification (or equivalent)	Desirable	AF/C
Experience	Must have previous demonstrable experience of delivering training and ideally have worked in a similar role	Essential	AF/I
	Translate training needs/gaps into meaningful objectives	Essential	I
	Ability to design and deliver engaging training content	Essential	I
	Ability to effectively observe others and provide well-constructed feedback for improvement	Essential	I
	Previous experience working with adults in the care sector	Essential	I
Skills/Abilities	Proven IT skills to facilitate training provision	Essential	AF/I
	Confidence and ability to rapidly build rapport and strong relationships with all stakeholders, including excellent interpersonal and communication skills	Essential	AF/I
	Writing reports / producing statistics	Essential	AF/I
	Working knowledge of up-to-date health and safety legislation	Essential	AF/I
	Ability to use own initiative in the management of projects	Essential	AF/I

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	Able to work effectively as an individual and as part of a team	Essential	AF/I
	Ability to display a wide range of teaching methods to engage learners from all ages, abilities and backgrounds, including learners with significant barriers to employment and training	Essential	AF/I
	Ability to motivate others, demonstrating passion and drive to deliver the best skills training	Essential	AF/I
	Engaging presentation style, verbal and written communication skills, capable of diversifying your approach to meet the needs of your audience	Essential	AF/I
	Ability to assess and review effectiveness of training, making recommendations for improvement	Desirable	AF/I
Other Requirements	Full UK Driving Licence to meet the travel requirements of the role with business insurance on your own transport	Essential	AF / C

General

Role profiles are accurate at the time of compilation but are open to change and therefore will be subject to regular review.

It is the individual's responsibility to take reasonable care for the Health, Safety and Welfare of themselves and others in accordance with the Health & Safety at Work Act (1974) and associated Company policy and procedures.

The individual is required at all times to comply with the provisions of the Data Protection Act 2018 (DPA) and the General Data Protection Regulation (GDPR) and with any policy introduced by the Company to comply with the Acts.

We are committed to employment practices and behaviours, which encourage diversity, promote equality of treatment and eliminate unlawful and or unfair discrimination.

Our Values

You will be expected to promote and adhere to the workplace values of our organisation:

Quality – We strive to deliver outstanding quality and make business excellence the standard by which we measure ourselves.

Innovation – We embrace new ideas and have the courage to be creative so our services are delivered in the most effective and safe way possible.

Respect – We value everyone as an individual. We respect their rights, life choices and the personal contribution they make to our business success.

Trust – We want to be a trusted provider, partner and employer, recognising that to do so, our word must be our bond. If we say we will do something, we do it.

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