

Location: Stockton on Tees
(Some travel across the network)

Reporting to Head of 111
Training

Hours of work: Full-time – 37.5
hours per week on a flexible
basis to cover full and part time
workshops

Education/Qualifications

- Good all-round education ie
educated to GCSE English
and Maths Grade C or higher

Experience

- Experience of training delivery
- Experience of giving
developmental performance
related feedback to
colleagues
- In- depth understanding of the
Call Handler role and the
Clinician role
- Advanced facilitation skills
- A qualified NHSP trainer
- 6 months call handling
experience using NHS
Pathways

Skills

- Excellent Communication
skills
- Ability to receive and act on
developmental feedback
- Assertiveness and willingness
to challenge unacceptable
practice
- Organised, efficient approach
to work
- Self-motivation and initiative
- Ability to work effectively in a
team
- Flexibility
- Positive and enthusiastic
approach to work &
challenging situations

Other requirements:

- Ability to travel and stay away
from home if required for
attendance at training events



**UNLOCK YOUR
BEST WORK LIFE**

**+ MAKE A DIFFERENCE
EVERY TIME**



NHS Pathways Operational Trainer

Working with the Head of 111 Training and team of Network Clinical and Operational trainers, this role includes the planning, delivery and evaluation of a wide range of NHS Pathways and in-house workshops for 111 colleagues.

As an experienced NHS Pathways 111 Health Advisor and Accredited NHS Pathways Operational Trainer, you will be responsible for the delivery of high-quality non-clinical NHS Pathways and bespoke solutions. You will deliver a wide variety of programmes to our existing colleagues and new starters including Pathways Core Module 1 and Adastra platform. You'll share your knowledge and embed confidence ensuring that delegates are well trained and skilled to join our Contact Centres. As well as this, you will support and deliver Pathway releases training, soft skill and technical training at site and across the Network on occasion.

You will be based at our 111 Stockton site delivering face to face and occasionally use MS Teams delivering remote workshops.

This role includes supporting the Foundation Bay through actively coaching and mentoring. You will also take foundation bay advice calls and record activity ensuring robust development plans are in place so that staff leaving Foundation Bay are ready to join our experienced 111 call handling staff.

This is a varied and high profile role where you can make a difference in a career focused on personal and on-going professional development.

What you'll be doing:

Working within the wider 111 Training Team to devise, plan and providing training for Heath Advisors and Clinical Advisors in the use of NHS Pathways and our IT software in line with service requirements.

- Organising and providing regular training and coaching of NHS Pathways and any updates at times in agreement with the local management teams and our Workforce Planning Team
- Providing a full induction and training for new starters in the call centre including the acquisition of IT access and log in details
- Supporting new staff in their Statutory and Mandatory training requirements including use of our internal LMS platform
- Ensuring internal training records are updated accurately and in a timely manner
- Comply with NHS Pathways Quality Assurance Process to audit Pathways Trainers
- Required to maintain NHS Pathways level of competency
- To be accountable and responsible for all Operational training that takes place at site, pass-rates and compliancy
- To act as role model for professionalism and positivity at all times.
- Effective time management with strong organisational skills
- To be accountable and responsible for shrinkage and lost hours of new starters until they are released form Foundation Bay by working with and supporting local leadership to address any performance management issues
- To assist with the development of training material and guidance to support 111 colleagues with new initiatives



NHS Pathways Operational Trainer

- To be accountable and responsible for levels of competence of staff in Foundation Bay and to ensure that use to Operational and Clinical Advice lines along with the Early Exit support line is minimal. Ensuring staff competence is high and addressing learning needs of individuals before they are released from foundation bay
- To assist with any further training, project management and co-ordinate a team of adhoc trainers ensuring that all courses are well run and have the required number of trainers allocated
- Provide training coverage across the Network as required which may include overnight stays
- Undertake all tasks covered by a Health Advisor including taking calls from patients / callers as the business requires

Training

The Operational Trainer will receive initial training given by their line manager followed by some sessions with key operational members within the organisation to ensure competency. You will be expected to travel to other sites to complete your induction.

You will also be required to complete statutory and mandatory training and to attend appropriate training courses needed for your role and as requested by Head of 111 Training. You will be required to pass the appropriate NHS Pathways modules for your job role.

You will be encouraged to lead by example completing regular Continual Professional Development (CPD), self-led development activities and complete role specific learning aiming towards formal qualifications.

Ideally, you'll be qualified at CIPD Learning and Development Level 3 or above or hold a similar qualification.

Hours

Role offered on 37.5 hour per week contract. As we deliver 7 days per week, Friday – Monday 09.00 – 17.00 and Tuesday – Thursday 09.00 – 21.30 a flexible approach to hours and days work is required.

NOTE: This job description is not intended to be an exhaustive list of all duties, and responsibilities associated with the job. Other duties may be assigned.