

HOLY CROSS HOSPITAL

JOB DESCRIPTION AND CANDIDATE PROFILE

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| Job title: | Learning and Development Coordinator |
| Responsible to: | Human Resources Manager (HRM) |
| Accountable to: | HRM & Clinical Practice Lead |
| Other Key working relationships: | Clinical Practice Lead, all managers and staff, Clinical Stores, Facilities, Reception, external providers and students, colleges |

1. JOB SUMMARY

The Learning and Development Coordinator (LDC) is responsible for supporting the implementation of the Learning and Development Strategy, Policy and Plan. The LDC ensures that all planned training, both clinical and non-clinical, is communicated to employees and attendance is recorded and monitored to ensure that employees have the skills and knowledge required to deliver high quality, patient-centered services.

The post holder will closely support the Clinical Practice Lead (CPL) and will work under the overall supervision of the Human Resources Manager (HRM).

2. MAIN DUTIES AND RESPONSIBILITIES

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| 2.1 Learning & Development – training programs |
| <ul style="list-style-type: none">Support the CPL in the development and roll-out of the annual clinical training program; with the CPL review clinical training each year to ensure it is compliant with Skills for Health Core Skills Training Framework and in line with accredited training courses |
| <ul style="list-style-type: none">Under supervision of the HRM create a training plan for non-clinical training (e.g. communication skills) |
| <ul style="list-style-type: none">Keep Excel of staff groups updated, that lists appropriate training for each staff group e.g. Admin, Clinical. |
| <ul style="list-style-type: none">Plan and implement individual induction programs for new non-clinical employees, in liaison with internal stakeholders and HR |
| <ul style="list-style-type: none">Communicate training dates to all staff on a weekly basis, ensuring reminders are sent to all staff; escalate concerns regarding attendance to managers. |
| <ul style="list-style-type: none">Provide training attendance lists for course tutors of classroom training, taking information from ward rotas |

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| <ul style="list-style-type: none"> • Monitor and record attendance, chase up employees when training is overdue or there are no-shows, informing manager, HRM and CPL as appropriate • File attendance lists and use to provide training attendance information to ward administrator weekly to ensure overtime is paid where appropriate and evidence of training attendance |
| <ul style="list-style-type: none"> • Maintain the training database ensuring all training records are accurate and up-to-date, updating staff training only when certificate received |
| <ul style="list-style-type: none"> • Write to all employees at the end of December to inform them of the training they have completed and the training they are still required to complete |
| <ul style="list-style-type: none"> • Continuously review systems and procedures to ensure training provision is efficient and cost-effective |
| <ul style="list-style-type: none"> • Ensuring teaching equipment is available as required and in good condition. Ensuring sufficient stock of learning materials. Ensure laptop provision where appropriate. |
| <ul style="list-style-type: none"> • Liaising with Reception to maintain effective booking arrangements and with Support Services for all facilities management matters including catering. |
| <ul style="list-style-type: none"> • To be the point of contact for trainers and staff for any Learning and Development attendance or record-related queries or questions they may have |
| <ul style="list-style-type: none"> • Maintain Holy Cross Intranet site ensuring eLearning area is monitored and e-learning materials are updated- with content provided from tutors, weekly automated reminder emails are triggered, automated training completed emails are received and logged. |
| <ul style="list-style-type: none"> • Add new employees to Intranet eLearning site and send out 'Welcome email' with E-Induction instructions, E-Induction in Progress email' and 'E-Induction Completion' email |
| <ul style="list-style-type: none"> • Provide help to any staff who need assistance completing their eLearning as required |

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| <p>2.2 Learning & Development – adhoc</p> |
| <ul style="list-style-type: none"> • Help with the organization of the annual Celebration of Learning & Development Day, in September, taking guidance from CEO and HRM. |
| <ul style="list-style-type: none"> • Research and source training sessions (occasional requirement). Design course materials and eLearning resources for Holy Cross Intranet and support managers with design of course materials as required |
| <ul style="list-style-type: none"> • Establish and maintain network of contacts for assistance with training provision |
| <ul style="list-style-type: none"> • As part of the wider HR/L&D function support with HR Admin activity to cover absence |
| <ul style="list-style-type: none"> • Collate and communicate monthly reports of completed training for the Leadership Team, and a quarterly report for Advisory Committee |

- As required, prepare resources and attend careers fairs with CPL and/or HR team in promotion of targeted caregivers

2.3 External Courses

- Update Holy Cross Website Courses & Conferences page
- Book external training courses at Holy Cross, as required, maximizing attendance of external delegates
- Ensure attendance numbers make courses viable
- Communicate with course tutors, delegates, caretakers, catering, accounts & reception to ensure successful events
- Provide occasional support with courses run on weekends

2.4. Personal development

Be committed to further development of own skills and knowledge actively seeking learning opportunities as appropriate.

Participate in in-service training and provide feedback on courses attended.

To attend and successfully complete all mandatory training to the required standard

Maintain awareness of developments in delivery of learning and development such as e-learning and support development of local practice when applicable.

3. Health & Safety

Work at all times within the scope of the Health and Safety at Work Act of 1974 and the hospital policy for reporting of accidents, incidents, hazards and risk management.

Observe good practice with regards to using display screen equipment and participate as required in work-station risk assessments.

Maintain and protect the safety, confidentiality and dignity of patients and families.

In area of responsibility, seek to maintain a clean, safe, secure and tidy environment.

4. General

At all times demonstrate the behaviours in line with Holy Cross Values

To maintain confidentiality at all times and to ensure respect for, proper observance of and adherence to the hospital's confidentiality policy for all staff.

Maintain the principles of the Data Protection Act of 2018 both within and outside of the hospital environment and act in accordance with the hospital's Data Protection Policy.

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| Comply with all requirements regarding the use of information technology and the Hospital's electronic filing systems. |
| Be aware of the Equal Opportunities Act and how it is implemented within Holy Cross Hospital and promote the effective implementation of the Hospital's policy |

Person Specification

| | | ESSENTIAL (E) | DESIRABLE (D) |
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| Qualifications | Administration qualifications and/or experience L&D and/or HR qualification and/or experience | E | D |
| Skills | Strong communication skills both written & verbal. Must be able to write, understand and speak English to understand instructions and follow hospital policies and procedures | E | |
| | A keen eye for detail and including excellent grammar skills | E | |
| | Ability to act on initiative, work independently and manage priorities | E | |
| | Supportive with a team player mindset | E | |
| | Demonstrate flexibility, transparency, resilience, and positive 'can-do' attitude | E | |
| | Strong time and task management and problem-solving skills | E | |
| | A delivery focused attitude with the ability to drive tasks forward and meet demanding deadlines | E | |

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| | Excellent interpersonal skills with an ability to advise and inform others clearly Organisational skills | E E | |
| Technical Experience and Knowledge | Proficiency in Microsoft applications (Word, Outlook, Excel, Powerpoint, Teams) Experience in Learning Management System (LMS) management and support Intranet management experience | E | D D |

This job description represents an outline of the main components of the job and is not intended to be exhaustive. It may, with consultation, be subject to additions and amendments as the need arises.

It has been checked for overt or implied discrimination within the scope of the Hospital's policies on equality and diversity and none was found.

This job description has been agreed between the post holder and the person to whom they are accountable.

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Post holder Print name

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Date

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HR Manager Print name

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Date