SINGLE CORPORATE SERVICES

Digital

Job title:	Digital Training Officer	***To be completed by HR***
Reporting to:	Clinical Systems Specialist Supervisor	*Job Reference Number*
Accountable to:	Head of Software Delivery, Automation and Clinical Systems	
Pay Band:	4	

As part of the Single Corporate Service, this role provides a service across both Isle of Wight NHS Trust and Portsmouth Hospitals University NHS Trust.

The intention for the existing primary work locations to remain unchanged as there is no desire to change base locations unnecessarily. However, as the single corporate service will be delivered across both organisations, individuals may be required to undertake business travel from time to time. The staff mobility local agreement will apply.

For our leaders managing staff across multi-site locations, they will need to be visible and provide in person leadership. The arrangements and frequency will be agreed locally.

Job purpose

The Digital Training Officer role is key in the provision of the delivery in digital training courses, adopting a blended approach to meet the needs and learning styles of the workforce across Isle of Wight NHS Trust and Portsmouth Hospitals University NHS Trust.

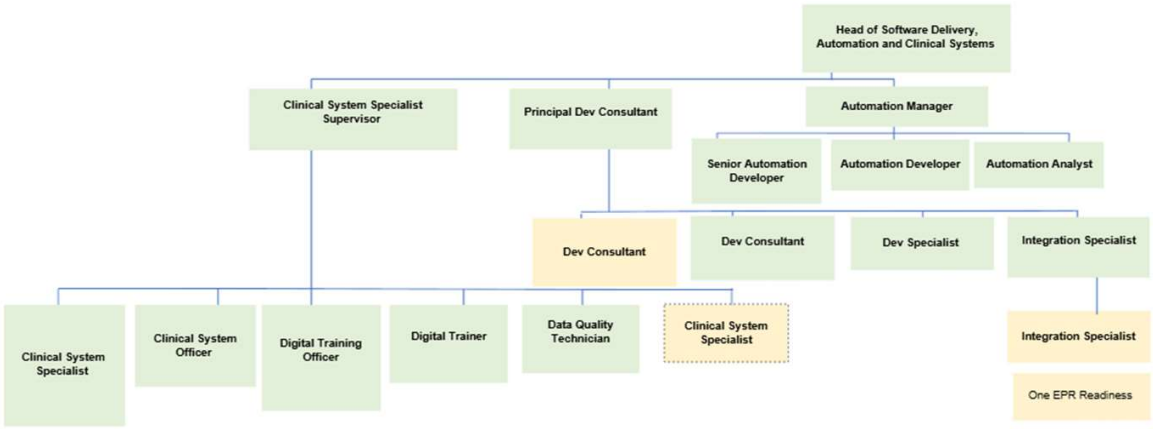
The Digital Training Team provides a progressive and responsive service, ensuring a consistent approach to training delivery, access to training and sharing of best practice. The adaptable approach of team members is an essential element in supporting the Trust in implementing their Digital Strategy.

The post holder will make a significant contribution to service modernisation and development, whilst working in line with NHSD Education and Training Standards.

Job summary

- The role of Digital Training Officer will support the Trust's vision to deliver digital training courses to end users (customers), as part of an innovative training programme that is considerate to the working patterns of staff groups across Isle of Wight NHS Trust and Portsmouth Hospitals University NHS Trust, and to have an understanding of the varying levels of digital skills competency that exist within the Trust. Training delivery will include e-learning, classroom, virtual learning, and coaching solutions, across multiple Clinical Applications and the Microsoft Suite of products at a basic – intermediate level.
- The post holder will assist with the review of existing courses, suggesting change where appropriate, as well as maintaining training records.

Organisational Chart



Specific Core Functions

- To support the Trust's Digital Strategy by ensuring relevant training is provided to the combined workforce across various healthcare locations.
- To support the blended learning strategy, by providing classroom-based sessions, 1-2-1 tuition, e-learning and trainer facilitated workshops, coaching sessions, and presentations at a basic-intermediate level. These may include bespoke courses, with delivery face to face or via a Virtual Learning Environment (MS Teams / Webex), utilising webcams, and other hardware or software tools as appropriate.
- To actively contribute to the production of lesson plans, schemes of work, training materials and end user guides, working to NHSD Education and Training Standards.
- To promote awareness of end users' responsibilities in respect of GDPR, Confidentiality, Information Security and Data Quality to meet national Information Governance requirements.
- You may be required, at times, to work outside of standard working hours
- You will be required, once suitable experience has been attained, to take part in the On Call Digital rota

Key Responsibilities

Communication and Working Relationships

- Create a positive learning environment to promote staff skills development.
- Engage in one-to-one discussions with end users where necessary, to assess needs, capability, and achievement.
- Convey complex and technical matters clearly and simply to end users.
- Ensure end users leave the training session fully understanding the delivered content and able to apply practices in the workplace, using a variety of assessment techniques.
- Provide post-training support and coaching for students, giving clarification and guidance in the period immediately following training and up to the point of post training evaluation.
- Assist with Change Facilitation by providing coaching in ward/clinical areas when required.
- Provide post implementation support across various healthcare locations where necessary.
- To work positively with colleagues to maintain effective relationships and actively participate in team meetings.

Analytical and Judgement

- Actively contribute to the production of lesson plans, schemes of work, assessments, and end user guides. All course materials should comply with internal quality, working towards NHSD Training

& Education standards, with Training documentation reviewed on an annual basis to ensure compliancy.
- Set up applications for training to reflect 'real life' examples, e.g. dummy patient episodes and/or patient context scenarios for use in facilitated learning sessions.
- Adapt lesson plans 'in flight' to meet new training needs as they arise. Create "on the fly" scenarios to back up existing facilitated learning materials should a student require additional training to emphasise a given training scenario.
- Within the classroom setting and as situations occur, determine and carry out courses of action (within approved guidelines) to deal with those situations. When necessary, escalate issues to line manager.
- Triage internal (department) technical issues that arise and either provide local solution or manage the problem through IT Service Desk.

Planning and organising
- Act as departmental Document Management Coordinator ensuring all training documentation is reviewed, updated, and released in a timely manner.
- To support the development of training plans and schemes of work internally for the Digital Training Team
- The post holder will be expected to be able to prioritise the ever-changing workload to be able to provide excellent service to internal and external customer with day-to-day issues on the different systems and keeping customers informed on progress.
- To support in the development of training plans and schemes of work internally for the staff within the department
- Maintain efficient record keeping and staff training booking systems and schedule courses ensuring that training is achieved to agreed deadlines and is cost effective.
- Support Trust Doctors' Induction programme for Isle of Wight NHS Trust and Portsmouth Hospitals University NHS Trust.

Physical Skills
- Self-motivated and capable of demonstrating initiative to solve problems and make decisions
- Logical and efficient, with good attention to detail
- Makes effective use of learning opportunities within and outside the workplace
- Good attendance record
- Standard keyboard skills/ inputting, and manipulating data, into computer databases and systems.
- The post requires physical skills which are normally obtained through practice over a period of time or during practical training e.g. standard driving or keyboard skills

Patient Client Care
- Any patient contact will be incidental

Policy and Service Development
- No responsibility for service development, but may be required to comment on policies, procedures, or possible developments.
- To contribute to the development of Policies and Procedures as required by processing changes to support National and local requirements and policy changes.
- Work closely with other agencies and services in the implementation of local and national programmes for IT and requirements of the Information Governance Toolkit.
- Keep abreast of and where appropriate action published Data Dictionary Change Notice (DDCN), Data Set Change Notice (DSCN) or Information Standards Notice (ISN).
- To be responsible for goal setting objectives commensurate to individual projects and timescales initiating an audit trail in accordance with Trust policies and procedures.

Financial Management

- The post holder will be responsible for the safe use of equipment other than equipment which they personally use.
- To be aware of costs generated by the Team and ensure effective use of such resources.

Management/Leadership

- To attend relevant training days and Trust forums as required.
- Compliance with Trust arrangements for continuing professional development.
- Able to support and demonstrate activities and work routines to others in own work area.

Information Resources

- Knowledge of multiple Clinical Applications , software and procedures, along with the microsoft product is essential.
- Ensure that the 'Safehaven' environment is adhered to at all times in the interests of confidentiality to the patient.
- An understanding on the systems that interface with each other.
- Work with appropriate information tools and extend their use throughout the Trust.
- Expertise in multiple Information systems, software and procedures is essential.

Research and development

- To understand working processes within other departments to ensure digital training delivery meets their requirements
- Participate in house monitoring of training and service delivery.
- Actively participate in continuous professional development (CPD) "train the trainer" sessions, both as a trainee and on occasion as a trainer, to share information.
- Keep updated in all issues/areas of knowledge relevant to the post and upholding professional standards.
- Keep updated with Digital Literacy Frameworks and NHSD Education and Training Standards.

Freedom to Act

- The post holder is guided by precedent and clearly defined occupational policies, protocols, procedures or codes of conduct. Work is managed, rather than supervised, and results/outcomes are assessed at agreed intervals.
- The post holder is guided by standard operating procedures (SOPs), good practice, established precedents and understands what results or standards are to be achieved.
- Someone is generally available for reference and work may be checked on a sample/random basis.

Physical effort

- A combination of sitting, standing, and walking with little requirement for physical effort. There may be a requirement to exert light physical effort for short periods.

Mental effort

- There is a frequent requirement for concentration where the work pattern is predictable with few competing demands for attention

Emotional Effort

- Exposure to distressing or emotional circumstances is rare, or occasional indirect exposure to distressing or emotional circumstances.

Working conditions

- Requirement to use Visual Display Unit equipment more or less continuously on most days.

Person Specification

Criteria	Essential	Desirable	*How criteria will be assessed*
Qualifications	• HNC, HND or Vocational Qualification level 4 or experience equivalent for level of experience • Hold local training qualification such as " PTTLS, City & Guilds 7407 Diploma" or willing to work towards in first year	• ITIL Foundation	**Application and Interview**
Experience	• IT Literate and practical experience of Windows software, e.g. Word, Excel, etc. • Application incident and problem management skills • Understanding of NHS data standards and NHS data items. • Understanding of equality and diversity issues and how this affects patients, visitors and staff	• Significant experience of multiple information Systems gained in a work environment • Evidence of reflection and evaluation of knowledge and skill gaps	**Application and Interview**
Knowledge	• Knowledge of specific healthcare/clinical related applications such as PAS (Patient Administration System), EPR (Electronic Patient Record), and eReferrals	• Knowledge of business process documentation techniques • Knowledge of business change process analysis and design techniques	**Application and Interview**

Compliance statement to expected organisational standards.

To comply with all Trust Policies and Procedure, with particular regard to:

- Risk Management

- Health and Safety
- Confidentiality
- Data Quality
- Freedom of Information
- Equality Diversity and Inclusion
- Promoting Dignity at Work by raising concerns about bullying and harassment
- Information and Security Management and Information Governance
- Counter Fraud and Bribery

The Trust has designated the prevention and control of healthcare associated infection (HCAI) as a core patient safety issue. As part of the duty of care to patients, all staff are expected to:

Understand duty to adhere to policies and protocols applicable to infection prevention and control.

- Comply with key clinical care policies and protocols for prevention and control of infection at all time; this includes compliance with Trust policies for hand hygiene, standards (universal) infection precautions and safe handling and disposal of sharps.
- All staff should be aware of the Trust's Infection Control policies and other key clinical policies relevant to their work and how to access them.
- All staff will be expected to attend prevention and infection control training, teaching and updates (induction and mandatory teacher) as appropriate for their area of work, and be able to provide evidence of this at appraisal.
- To perform your duties to the highest standard with particular regard to effective and efficient use of resources, maintaining quality and contributing to improvements.
- Ensure you work towards the Knowledge and Skills Framework (KSF) requirements of this post. KSF is a competency framework that describes the knowledge and skills necessary for the post in order to deliver a quality service.
- Your behaviour will demonstrate the values and vision of the Trust by showing you care for others, that you act professionally as part of a team and that you will continually seek to innovate and improve. Our vision, values and behaviours have been designed to ensure that everyone is clear about expected behaviours and desired ways of working in addition to the professional and clinical requirements of their roles.
- Ensure you adhere to and work within local and national safeguarding children legislation and policies including the Children Act 1989 & 2004, Working Together to Safeguard CChildren 2013 4LSCB guidance and the IOW Safeguarding Policy.
- Ensure you adhere to and work within the local Multiagency safeguarding vulnerable adults' policies and procedures
- Ensure that you comply with the Mental Capacity Act and its Code of Practice when working with adults who may be unable to make decisions for themselves,

- Ensure that you maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff development and training.
- Respect the confidentiality of all matters that they may learn relating to their employment and other members of staff. All staff are expected to respect conform to the requirements of the Data Protection Act 1998, including the responsibility to ensure that personal data is accurate and kept up to date

- If your employment is to a post that requires you to be registered with a professional body, the continuation of your employment is conditional upon you continuing to be registered with the appropriate professional body. The Trust will require evidence of current registration.
- Proactively, meaningfully and consistently demonstrate the Trust Values in your everyday practice, decision making and interactions with patients and colleagues.
- Perform any other duties that may be required from time to time.
- Contribute to the IT Departments on-call rota and if required, maintain required skills, experience and resource levels allowing for hospital digital 24/7 services.

This job description may be altered, from time to time, to meet changing needs of the service, and will be reviewed in consultation with the post holder.