



Role Profile

Job Title: Training and Retention Lead -- Health and Social Care	Role Profile Number: SBC_11289
Grade: Salary:	Date Prepared: April 2022
Directorate/Group: Adults Services	Reporting to: Building Independent Service Manager
Structure Chart attached:	No

Job Purpose

The Trainer/Skills Coach of the In-House regulated services is responsible for increasing Swindon Boroughs productivity by teaching new and existing skills and knowledge to employees.

Key Accountabilities

- To enroll and carry out initial assessments of learners.
- To design and implementation of an induction programme for health and social care setting.
- To work closely with Learning and Development Team within Swindon Borough Council.
- Be responsible for taking on new employees through their learning journey for their first 12 weeks. This will include their care certificate
- Supporting learners undertaking apprenticeships qualifications in Health and Social Care up to level 5, which will include classroom delivery and one to one coaching.
- Working to specific quality and completion targets.
- To provide support to learners through a variety of platforms to include Microsoft Teams, email, telephone
- Monitoring the quality of assessments practice on Health and social care qualifications including functional skills against the requirements set by the awarding organizations.
- Embed policies, SOPs, CQC and HS procedures into all learning.
- Support learners through their QCF qualifications.
- Good understand of work force development fund and other local and national funding.
- To support recruitment advisors to process key roles, maximizing our ability to attract and retain staff within the care sector.

- Working closely with HR to ensure all recruitment processes are within our timeline.

Supplementary Accountabilities

- Due to the nature of the demands of the service you may be required from time to time, to work outside normal hours, as and when necessary including bank holidays, weekends and evenings and participate in a management on-call system to support the service out of hours, including evenings and weekends.
- You will be required to work from any site within the In-house provider services setting.
- To undertake any other duties and responsibilities as maybe required by the organisation within the scope of the role/grade.
- Ability to cope and act fast with emergencies.

Knowledge & Experience

Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

- Assessor Qualified A1, TAQA,
- Recognised teaching qualification PTTLs or equivalent qualification.
- Minimum QCF level 4 in health and social care.
- Experience in delivering or designing training programmes.
- Good Knowledge of awarding bodies
- Good Knowledge of safeguarding requirements and process
- An in depth knowledge of government funding.

Qualifications

- QCF level 4 or equivalent or working towards Level 4 of QCF or compensatory experience in care management
- Experience within the social care framework.
- Knowledge of the issues affecting vulnerable people.
- Knowledge of anti-discriminatory practice.
- An in-depth knowledge of Health & Safety regulations.
- To participate in training programs.
- Understanding of the need to keep within professional boundaries, team working and experience in management.

Decision Making

- To liaise with the Registered manager on any Service Users issues.
- To develop staff to meet the need of the service.
- To research development opportunities for the In house services.

Creativity and Innovation

- To be aware of team dynamics, roles and responsibilities.
- To problem solve on a day-to-day basis.

<u>Job Scope</u>	Budget Holder	NO
Number and types of jobs managed 0	Responsibility	NO
Typical tasks supervised/allocated to others 0	Asset Responsibility:	NO

Contacts and Relationships

(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)

- CQC
- Contract Monitoring Team
- Health Professionals (GP, Nurse, Physio, OT, CCG)
- Social workers
- Hospital staff
- Volunteers
- Other care providers
- HR

Other Key Features of the role

(working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury).

