



## Internal Trainer

### Job description and person specification

#### Accountable to: Essential Training & Help Desk Manager

#### Purpose of the role

This purpose of this role is to deliver outstanding training to colleagues across our workforce, helping equip them with the knowledge and skills to provide high quality support.

The postholder will be one of a small team of skilled trainers delivering a range of virtual and in-person training. We have a core curriculum of training which requires instructor-led support, and this new team will be at the forefront of delivering that.

The post-holder will report to the Essential Training & Helpdesk Manager. They will also work closely with subject matter experts to ensure that the training they deliver is kept up to date and in line with the latest guidance and good practice.

Trainers will have a key role in supporting new recruits to Dimensions to have a great induction to the organisation, helping them to get up-to-speed quickly with the requirements of their new role.

This is a varied role, and trainers will also become accredited to deliver a range of specialist training to enable our colleagues to work safely, confidently and effectively with the people we support.

Although the role is home-based, there will be a requirement for regular travel to deliver in-person training, working with other trainers and subject specialists. Trainers will have the benefit of working as part of a fun and supportive team, with ongoing opportunities to meet and work with a wide range of Dimensions Group colleagues.

Trainers will also benefit from access to ongoing professional development and opportunities to make a meaningful difference and tangible contribution to our aim of delivering better lives for more people.

#### Core duties

- Deliver instructor-led training programmes in-person and virtually, in line with agreed curriculums, standards and timeframes.
- Support where appropriate and necessary the ongoing review and updating of training materials and resources.
- Apply training expertise and good practice to the production and editing of slides, manuals and accompanying materials, to support and enable effective training delivery and impact.
- Work with subject matter experts to quality assure training content against agreed and current guidance and standards.
- Regularly review materials and guidance given to colleagues to ensure that it is fit for purpose and supporting effective application of learning.

- Work in ongoing partnership with other key stakeholders such as family members, experts with lived experience and operational teams to ensure that agreed best practice in involvement and engagement is consistently followed.
- Support the ongoing development of effective training practice.
- Closely monitor external accreditation standards and guidance to ensure that any externally accredited training is delivered to agreed specification.
- Support and monitor the adherence to the agreed induction programme.
- Collect, monitor, review and report on trends and themes arising from evaluation of any training delivered, agreeing any necessary adjustments with the Essential Training & Helpdesk Manager.
- Take shared responsibility with other trainers and members of the Learning Support team for ensuring that the training programme is fully resourced and covered.
- Support ongoing accurate record keeping relating to training delivery.
- Maintain good working knowledge of the whole learning and development programme and offer to enable proactive signposting to colleagues of other training required for their role or suitable for their needs.
- Continually focus on developing own professional knowledge and training practice

#### Please note:

This job description is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with the role.

In addition to the above you are expected to:

- Undertake other duties from time to time as required by your manager or Head of Department.
- Maintain confidentiality in accordance with our data protection policy and procedure.
- Work on an agile basis between your home and the Company's offices and/or any other locations as is reasonably required.

#### Person specification

Please use this in conjunction with the advertised requirements. The final column indicates how we will tell if you have provided evidence of the required criteria. Criteria considered from the application form will be marked Shortlisting, those reviewed when we meet you will be marked Interview and those considered via assessment at interview will be marked Test.

Qualifications		
Relevant learning and development/ qualification inc. CIPD, PTTLs, Certificate in Education and Training or similar	Desirable	Shortlisting
Relevant qualification in Health and Social Care	Desirable	Shortlisting
Experience		
Experience of training delivery on a regular basis	Essential	Shortlisting/ Interview
Experience of working within the social care sector	Desirable	Shortlisting/ Interview
Experience of delivering training in virtual and in-person settings	Essential	Shortlisting/ Interview
Good current knowledge of key training requirements affecting social care	Essential	Shortlisting/ Interview
Experience of working effectively as part of a busy team	Essential	Shortlisting/ Interview
Skills		
Able to review, work with and update training materials to enable effective course delivery	Essential	Shortlisting/ Interview/ Test
Time management and organisation – able to manage significant workload and meet agreed deadlines	Essential	Shortlisting/ Interview
Able to communicate clearly and effectively in written and verbal forms	Essential	Shortlisting/ Interview
Evaluating impact of training and how effectively knowledge and skills developed are being applied in practice	Essential	Interview/ Test
Skilled in using a range of applications and tools for delivering training virtually	Essential	Shortlisting/ Interview
Skilled at co-delivery and partnership working with experts with lived experience, and understanding of how to apply effective involvement and engagement strategies in doing so	Desirable	Shortlisting/ Interview

Knowledge and understanding		
Active interest and working knowledge of current issues, trends and practice in training delivery	Essential	Shortlisting/ Interview/ Test
Awareness of CQC regulations in relation to training of social care workforce	Desirable	Interview
Sound understanding of social care and issues facing our sector	Essential	Shortlisting/ Interview/ Test
Attributes		
Self-motivated and confident in using own initiative / producing results without close day-to-day supervision.	Essential	Interview
Ability to engage with complex and occasionally unfamiliar subject matter	Essential	Interview/ Test
Collegiate, natural team player	Essential	Interview
Able and willing to travel within the UK as appropriate	Essential	Shortlisting/ Interview
A willingness to further own professional development through gaining accreditation, qualifications, such as in learning disabilities and autism training, medication, and behaviour support.	Desirable	Shortlisting/ Interview