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| **Post title:** | PCN Training and Support Co-ordinator |
| **Responsible to:** | PCN Business Manager |
| **Accountable to:** | SNEE Training Hub Project Officer |
| **Base:** | Clacton Primary Care Network |
| **Hours :** | Up to 22.5 hours per week |
| **Annual Salary:** | £17’982 plus NHS pension |

# Purpose of The Job

The role of the PCN Training Co-ordinator is to help embed and expand training and education of the Primary Care workforce within PCNs, with a view to expanding and upskilling the current and future workforce. This role will work in conjunction with SNEE Training Hub and the PCN as part of the PCN Educator project. The key aims are listed below;

Work towards the PCN having multi-professional Educators/Supervisors, including GPs, Nurses, AHPs and non-clinical staff with the whole PCN working towards becoming a single accredited Learning Organisation.

Establish/increase student/learner placements in all roles as appropriate and work towards establishing apprenticeships and work experience placements.

Support the management of continuing professional development (CPD) for all PCN staff.

Support the PCN team with recruitment and induction to ensure a Gold Standard applicant / employee journey.

# Key Responsibilities

## Professional Duties

* Coordinate and organise training and education programmes for GPs, Nurses, Allied Health Professionals and non-clinical staff in Primary Care alongside ongoing Training Needs Analysis
* Work with the Educators/Supervisors within the PCN to develop co-ordinated education and training across the PCN.
* To ensure new PCN colleagues have access to quality induction including up to date policies and procedures.
* Support practices, or the whole PCN to become accredited Learning Organisations and increase and promote learner placements for all professions and job roles.
* Facilitate staff to access continuing professional development (CPD) funding held by SNEE Training Hub.
* Identify new staff members within the PCN and encourage sign up to relevant programmes.
* Support the PCN team with any relevant projects and tasks and attend PCN meetings
* Support PCNs to understand the benefits of mulitprofessional ARRS roles and the requirements for ongoing education and training to embed them into practice.
* Disseminate education, training and resources to support all staff so they are aware of resources available from SNEE Training Hub.
* Keep up-to-date with national policy, education pathways and priorities for all roles in Primary Care and disseminate this information across networks.
* Use knowledge of requirements for education and training to support PCN to develop workforce plans
* Provide administrative support to PCNs, Educators/Supervisors and their Learners with regard to all education and training requirements, including invoicing if required.

## Communication and working relationships

* Work with SNEE Training Hub and PCNs to expand placement training and supervisory capacity for all learners.
* Be the link between the PCN, member practices and SNEE training hub to encourage robust communication pathways and an understanding of all available support for workforce development and planning.
* Attend and represent the interests of your PCN at local and regional meetings, as required.
* Work with the Training Hub on planning and implementing educational events for PCNs as required.
* Keep an up to date effective distribution list for all staff, in order to disseminate appropriate information.
* Attend Training Hub regular support and information meetings, and report on progress and issues affecting the Educator Project within your PCN.
* Build relationships and network with other Training Co-ordinators across SNEE.

## IT and Physical resources

* Responsible for information resources for the PCN staff
* Use of IT packages including Work, Excel, Outlook, Powerpoint, Publisher as needed for reports / programmes
* Advanced use of virtual meeting platforms – Teams

## Effort and Environment

### Physical Effort

* Light physical effort
* Keyboard work for long periods

### Mental Effort

* Ability to work flexibly and under pressure, to multi-task and to negotiate with team over priority of work
* Concentration for administrative duties
* Manage interruptions

### Emotional Effort

* Ability to value and respect other team members

### Working Conditions

* Normal working conditions for office based staff
* Able to work and travel across all practices within Clacton PCN

## Other duties

To provide cover for other members of the team as appropriate to ensure an effective service is provided at all times.

This job description is not a definitive or exhaustive list of responsibilities but identifies the key responsibilities and tasks of the post holder. The specific objectives of the post holder will be subject to review as part of the individual’s performance review/appraisal. There may be a requirement to undertake other duties as may reasonably be required to support the Clacton PCN in accordance with your grade/level in the organisation.

## CODES OF CONDUCT

The Clacton PCN requires the highest standards of personal and professional conduct from all of its employees. All employees must comply with the Code of Professional Conduct appropriate to their professional governing body and to HR Code of Conduct.

## EQUAL OPPORTUNITIES

The Clacton PCN is committed to equal opportunities that affirms that all staff should be afforded equality of treatment and opportunity in employment irrespective of sexuality, marital status, race, religion/belief, ethnic origin, age or disability. All staff are required to observe this standard in their behaviour to fellow employees.

## SAFEGUARDING CHILDREN, YOUNG PEOPLE AND ADULTS AT RISK

Safeguarding is a key priority for NHS. Staff must always be alert to the possibility of harm to children, young people and adults at risk through abuse and neglect. This includes being aware of the adults who may find parenting difficult. All staff should be able to recognise the indicators of abuse and know how to act on them, including the correct processes and decisions to be undertaken when sharing information. The depth of knowledge you work from must be commensurate with your role and responsibilities (As per the Intercollegiate Documents for Safeguarding Children, Adults and Looked After Children). All staff must follow the safeguarding policies, procedures and guidelines, know how to seek specialist advice and must make themselves available for training and supervision as required

## CONFIDENTIALITY

All employees are required to observe the strictest confidence with regard to any patient/client information that they may have access to, or accidentally gain knowledge of, in the course of their duties.

All employees are required to observe the strictest confidence regarding any information relating to the work of the Clacton PCN and its employees.

You are required not to disclose any confidential information either during or after your employment with the Clacton PCN, other than in accordance with the relevant professional codes.

Failure to comply with these regulations whilst in the employment of the Clacton PCN could result in action being taken.

## DATA PROTECTION

All employees must adhere to appropriate NHS standards/policies in respect of the use of Personal Information, including guidance on the use and disclosure of information.

## HEALTH AND SAFETY

The NHS expect all staff to have a commitment to promoting and maintaining a safe and healthy environment and be responsible for their own and others welfare.

## RISK MANAGEMENT

You will be responsible for adopting the Risk Management Culture and ensuring that you identify and assess all risks to your systems, processes and environment and report such risks for inclusion within your organisation’s Risk Register. You will also attend mandatory and statutory training, report all incidents/accidents including near misses and report unsafe occurrences as laid down within the policies.

## GOVERNANCE

All staff have a responsibility to be aware of governance arrangements and ensure that the reporting requirements, systems and duties of action put into place by the NHS are complied with.

## INFECTION CONTROL

All staff must observe the Code of practice for the prevention and control of infections (updated 2015), and ensure that they understand and implement their responsibilities in the prevention and control of infection.

## DISCLOSURE & BARRING SERVICE (DBS) CHECK

If your post is one that requires a disclosure (at whatever level) from the DBS, the organisation retains the right to request that a further disclosure is sought at any time as deemed to be appropriate. If you have been appointed and are awaiting the outcome of a DBS check and it proves to be unsatisfactory, your employment will be terminated.

## CRIMINAL CONVICTIONS

If during the course of your employment you are convicted of or charged with a criminal offence (with the exception of a traffic offence) whether it arises from your employment or otherwise, you are required to report the matter to the Clacton PCN who will decide on the appropriate course of action. Should you be convicted of an offence and receive a custodial sentence the organisation reserves the right to terminate the contract of employment, after careful consideration of the facts. Failure to report a conviction may itself lead to disciplinary action being taken. Any information will be treated confidentiality except insofar as it is necessary to inform other relevant members of management. Additionally, if driving is part of your duties and you are convicted of any traffic offence, you must report it to Clacton PCN who will decide on the appropriate course of action.

Person Specification

**POST TITLE: PCN Training Co-ordinator**

**BAND: 5**

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| Criteria | Essential | Desirable |
| Education & Qualifications | * GCSE Educated | * Qualification in business/administration * Training in workforce data analysis |
| Experience & Knowledge | * Evidence of training/experience in an administrative role * Awareness/Understanding of general practice and/or the NHS * Awareness of workforce and the different roles within Primary Care * Awareness of the commissioning of training and education across clinical roles * Awareness of local HEIs and clinical registration bodies * Understanding and commitment to equality and diversity | * Proven experience of successful project or initiative development and implementation * Experience of working in a wider system across a number of organisations * Knowledge of the role and function of Training Hubs * Up to date knowledge of national priorities for profession in Primary Care and wider NHS * Understanding of HEE’s Education Contract |
| Skills & Abilities | * Excellent communication skills * Ability to communicate with a range of stakeholders in verbal and written form * Excellent administration and organisational skills * Ability to engage people and Teams and build strong working relationships | * Data analysis skills * Project management skills * Proven problem-solving skills * Strong working knowledge of IT packages i.e. Word, Excel, PowerPoint, Outlook and working virtually via MS Teams. |
| Personal Attributes | * Accepts responsibility and accountability for own work * Can work autonomously and as part of a team * Understands the principle of confidentiality * Self-motivated with a ‘can do’ attitude and can motivate others * Has a balanced understanding of self and others * Has a realistic knowledge of personal strengths and areas for development * Ability to work in a fast paced, changing environment * Flexible attitude to work environment * Can work with evolving teams in multiple locations including home / remote working |  |
| Other | * Ability to travel across SNEE, sometimes at short notice * Car driver and current driving licence essential with access to a car (unless you have a disability as defined by the Disability Discrimination Act 1995) * Adaptable * Team Player * Sound judgement * Flexible |  |