Job Profile

Job Information

<table>
<thead>
<tr>
<th>Job Title</th>
<th>Clinical Facilitator</th>
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<tbody>
<tr>
<td>Accountable To</td>
<td>Chief Executive</td>
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<tr>
<td>Responsible To</td>
<td>Workforce Lead, linking with Director of Clinical Services</td>
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<tr>
<td>Location</td>
<td>Wirral Hospice St John’s, Higher Bebington</td>
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Job Summary

Working closely with the Learning & Development Facilitator the Clinical Facilitator is responsible for the co-ordination and oversight of high quality hospice/wider community, clinical learning & development provision through a variety of media.

The post holder will work closely with the Learning & Development Facilitator and other members of the workforce team, managers and external partners as required. The post requires high levels of communication and organisational skills, to ensure organisational & workforce development both internal and external to the hospice is a priority for the organisation aligned to both organisational and individual plans, supporting the achievement of both Hospice and locality strategy.

The post holder will build and grow the educational provision whilst maintaining and broadening external relationships, supporting the provision of excellent palliative care education.

Key Responsibilities

Main Duties

Workforce Development:
- Develop and maintain on-going in-depth understanding of organisational and individual clinical needs, aligning to Hospice Strategy and formulate structured approach to help achievement of plan.
- Advising/interpreting and liaise how a range of clinical policies/procedures/guidelines may impact on service development, ensuring training re-enforces these requirements.
- Co-ordinate regular clinical training needs analysis linking with organisational needs analysis in conjunction with departments to maintain up to date clinical training needs database to inform annual clinical training plan.
- In conjunction with Learning & Development Facilitator, Workforce Lead and relevant departments oversee annual clinical training plan and clinical training offer ensuring up to date learning & development information, opportunities, & resources on hospice intranet and website for both staff and volunteers.
- Liaise with relevant departments when clinical incidents/ complaints/ SUI’s occur, supporting learning & development opportunities.
- Liaise with colleagues, management and senior management as appropriate, on any development opportunities.

Training provision:
- Oversee medical student placements ensuring quality service delivered meeting the objectives of students through regular review.
- Deliver training relevant to own area of expertise as required both internal and external.
- Facilitate delivery of education and training by others to fulfil hospice strategy requirements.
• Build strong relationships with external stakeholders to explore and develop clinical education provision for health & care professionals, increasing the hospice offer.
• Support the development of programmes of learning and relevant support materials as required for both internal and external use.
• Lead on the clinical apprenticeship programme supporting departments as required linking with learning & development facilitator.
• To work collaboratively with CQC registered manager to implement and maintain documentation to evidence training records.
• Responsible for all clinical education annual reports, reporting to clinical governance and meetings KPI’s for education.

Hospice Induction programme:
• In conjunction with Learning & Development Facilitator, Workforce Lead and senior clinical managers input into and assist in the design and delivery of hospice wide induction programme for whole workforce inclusive of volunteers.

Mandatory training:
• In conjunction with clinical managers manage the planning and facilitate delivery of hospice wide mandatory training.
• In conjunction with Learning & Development Facilitator and Workforce Lead maintain shared oversight and ongoing management of hospice e-learning platform, including compliance with regulatory and statutory requirements for clinical personnel.

Clinical Placements:
• Oversee the development and maintenance of clinical placement availability matrix to optimise placements, liaising with departments as required.
• Act as a point of liaison for both internal and external agencies including education and other health & social care establishments.
• Act as point of contact for all clinical work placements, liaising with relevant departments as required, looking for opportunities to expand offer across departments.
• Ensure maintenance of up to date records of clinical placements, providing finance department with accurate monthly figures.

Work Experience:
• In conjunction with volunteer manager support the expansion of work clinical experience/work placements and volunteering opportunities within the clinical arena.

Quality Assurance:
• Ensure the continued high quality education service delivery through appropriate audit and standards, monitoring the quality of speakers and facilitators.
• Support and facilitate the annual monitoring of education practice and service delivery.
• Champion a developing culture of research, audit and evaluation within the education setting.
• Be an active member of the Clinical Governance Committee as required.
• Deal with other quality issues as they arise, including complaints and investigations.

Information technology:
• Facilitate support for users of existing and new systems/processes where appropriate.

Personal:
• Plan own time effectively, and work with all users to enable timely delivery of future training programmes.
• Provide quarterly activity reports for relevant committees as required.
• Manage quality assurance (QA) with the training deliverables and products.
To maintain own CPD and any relevant registration.

Budget:
- In conjunction with Workforce Lead monitor training budget ensuring due process followed and learning disseminated.

Knowledge, Training and Experience
- Registered Clinical Professional Qualification
- Qualified to degree level or equivalent or holds a recognised training qualification (minimum of 3 years).
- Qualified or extensive experience in the key Microsoft suite (including Word, Excel and PowerPoint)
- E-learning expertise (desirable)
- Experience of delivering a range of training.
- Experience of designing and facilitating training sessions and courses.
- Experience of change management
- Knowledge of implementing an Organisational Workforce and Development plan, and a good understanding of project management terminology and methodology acquired through formal training/experience.
- To work unsupervised to high standards with attention to detail in order to provide a professional service, adapting to different working environments within the Hospice.
- Effective time management.
- People Development.
- Knowledge of current informatics systems in a working environment.
- Experience of working in the Charity Sector.
- Ability to identify the need for change, to fully understand the effects/benefits of change and to motivate others to embrace change.
- Outstanding interpersonal skills with the ability to put individuals at ease.
- Understanding the needs of others as a whole or on a one to one basis whilst in a training environment.
- Up to date knowledge of local processes during the delivery of training to staff.
- Excellent communication and negotiation skills.
- The ability to develop and maintain relationships, while working closely with all staff and volunteers across the Hospice.

Personal Development:
- Maintain up to date knowledge of training/mandatory training requirements.
- Maintain personal CPD as appropriate.
- Identify own learning and development needs in order to meet the demands of the role.
- Engage in supervision to support personal and professional development.
- Maintain regular links with peers, attending relevant meetings.

General
- Accountability for own actions and those of others within area of responsibility.
- To observe the provisions of and adhere to all Hospice policies and procedures.
- Wirral Hospice St John’s has a responsibility to ensure that all children / young people and adults are adequately safeguarded and protected and that “Safeguarding is Everyone’s Business”. As a consequence, all staff are required to adhere to national and local safeguarding policies / procedures and to act upon any concerns in accordance with them.
- To be aware of the confidential aspects of the post. To keep up to date with the requirements of information governance, undertake mandatory training and follow Hospice policies and procedures to ensure that hospice information is dealt with legally, securely, efficiently and effectively. Breaches of confidentiality will result in disciplinary action, which
may involve dismissal. You must maintain the confidentiality of information about service users, staff and organizational business in accordance with the Data Protection Act 1998 and Caldicott principles.

**Equal Opportunities:**
Comply with and promote Wirral Hospice St Johns Equal Opportunity Policy and avoid any behavior that discriminates against colleagues, potential employees/volunteers, patients/clients or their families on the grounds of sex, marital status, race, age, belief, colour, nationality, ethnic or national origins, religion, disability or sexual orientation.

**Mission and Core Values:**
All hospice staff are expected to work in line with Wirral hospice St Johns Mission and Core Values which underpins all service delivery. The ethos of the hospice should be apparent in the behaviors and attitudes of all employees as they undertake their role in both direct and indirect manner for the benefit of others. The Core Values are an integral part of all job descriptions, the probationary period and performance and development reviews.

**Health & Safety:**
- Ensure a safe working environment and be aware of responsibilities under the Health & safety at Work Act, taking appropriate action in the event of an accident to patients, staff, self or any other person in the work area.
- Undertake all mandatory training required ensuring remain up to date.

This job description is subject to review as part of the annual appraisal process and in case of any changes service provision.
# PERSON SPECIFICATION

**Job Title:** Clinical Facilitator  
**Accountable To:** CEO  
**Responsible To:** Workforce Development Lead

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<tr>
<th>Essential</th>
<th>Desirable</th>
<th>Evidence</th>
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<tbody>
<tr>
<td><strong>KNOWLEDGE AND QUALIFICATIONS</strong></td>
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<tr>
<td>Relevant clinical degree or equivalent</td>
<td>Teaching qualification or working towards</td>
<td>Application</td>
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<tr>
<td>Thorough understanding of relevant legislation within a healthcare provider environment</td>
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<td>Application / Interview</td>
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<tr>
<td><strong>EXPERIENCE</strong></td>
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<tr>
<td>Previous experience of working in a clinical learning &amp; development environment</td>
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<td>Application / Interview</td>
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<td>Previous experience of delivery of education and training sessions</td>
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<td>Application / Interview</td>
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<td>Experience of working with an organisation to understand its vision and values and of providing learning &amp; development support to achieve these</td>
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<td>Application / Interview</td>
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<td>Experience of supporting line managers to undertake skills analysis and identify requirements.</td>
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<td>Experience of working within governance framework to identify clinical learning opportunities from incidents/events</td>
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<td>Application / Interview</td>
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<td>Experience of apprenticeships</td>
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<td>Application / Interview</td>
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<td>Experience of working with volunteers</td>
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<td>Application / Interview</td>
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<td>Experience of using Microsoft Office</td>
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<td>Experience of undertaking audits as part of the quality assurance process</td>
<td>Application / Interview</td>
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<td>Experience of participating in research projects.</td>
<td>Application / Interview</td>
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<tr>
<td><strong>SKILLS AND ABILITIES</strong></td>
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<tr>
<td>Ability to analyse and interpret information or situations and to solve issues and develop solutions</td>
<td>Application / Interview</td>
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<td>Excellent interpersonal skills with the ability to communicate at all levels and develop positive and effective working relationships with a wide range of others</td>
<td>Interview/references</td>
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<td>Ability to lead and motivate others</td>
<td>Interview</td>
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<td>Organisational skills with the ability to set up and manage systems</td>
<td>Application / Interview</td>
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<td>Ability to act on own initiative, manage and prioritise own workload and juggle priorities to meet own and others deadlines</td>
<td>Interview/references</td>
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<td>Aptitude and enthusiasm for implementing continuous improvements and to L&amp;D processes</td>
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<td>Ability to produce and implement policies and procedures</td>
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<tr>
<td><strong>PERSONAL QUALITIES</strong></td>
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<tr>
<td>Commitment to prime importance of confidentiality</td>
<td>Interview/references</td>
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<td>Strong sense of responsibility and accountability</td>
<td>Interview/references</td>
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<tr>
<td>Non-judgemental approach</td>
<td>Interview/references</td>
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<tr>
<td><strong>OTHER</strong></td>
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