



Job Description

Job Title	Training & Compliance Officer
Band	AfC Band 6
Department/Directorate	Make Ready Department, Strategic Assets and Property Directorate
Location	Make Ready Hubs and Bow
Reporting to	Governance and Assurance Manager

Job Purpose

This role will support make ready training development and delivery and will undertake audits and identify areas for improvement. It is envisaged that the role will undertake 4 days training delivery/development a week and 1 day undertaking audit and compliance activities. Supporting the Governance and Assurance Manager and Performance Manager to deliver the strategic goals in their areas.

- Developing and ensuring make ready core skills and personal development training being delivered and audits are undertaken on a regular basis
- Working with GAM, performance manager and operational managers to identify recommendation and track implementation of agreed actions.
- Develop, prepare, plan and deliver core skills, personal development and safeguarding based training sessions in accordance with make ready training plan and objectives.
- Lead the delivery of all make ready statutory & mandatory, core skills and personal development training.
- Plan on the delivery methods used and presentation aids and training material in conjunction with specialists in order for staff to enhance learning and education in line with Trust standards.
- Assist with developing the training materials and specialists training skills.
- Ensuring ongoing monitoring, yearly training plan, evaluation, and review of make ready training arrangements and processes are inline with the Trust policy and current legislation.
- To take the lead on developing all make ready refresher and new entrants training sessions within the 15 make ready hubs, from induction through to level 1,2,3 and specialist training.
- Working closely with the trust training department.
- Lead on the delivery of statutory & mandatory, core skills and personal development training ensuring all areas of the make ready teams are compliant with training requirements.
- Work with Specialists and Leads to establish an effective pan London training, education and safeguarding development program to ensure make ready staff are aware of the current best practice and key safeguarding initiatives, through a range of media, bulletins, and face to face training.
- Maintain a database of training recommendations, plan and actions ensuring that the department can track "lessons learnt" from incidents through to training and improved practice.
- Develop and undertake regular audits in all areas of make ready hubs and colleagues within the trust, ensuring recommendations are adopted and tracked to improve performance.
- Review Datix incident reports, working with the GAM and operational managers to improve the governance and assurance of the referral process and reporting data.
- Responsible for producing Make ready training newsletter and communications quarterly, that updates staff on any changes in practice and education on safeguarding.
- Provide report for the Head of Make Ready, Governance and assurance manager and quarterly updates to the Quality Assurance Group on governance and training.
- Deputise for the make ready administrator, BSM and governance and training support team

when required.

- Be a role model by demonstrating effective and appropriate behaviours in both day to day Make Ready training and in difficult and challenging situations involving abuse and neglect.
- Be flexible and demonstrate appropriate leadership styles, adapting communication to match the situation and audience.
- Ensure make ready training gaps & risk management is reviewed regularly, highlighting any potential risks to the Governance & Assurance Manager and Head of make ready for consideration.
- Provide reports on risks, governance and training compliance identifying any areas of concern and solutions to improve performance in these areas.



Key Result Areas & Performance Indicators

- Meet and improving key training performance, quality and delivery targets contributing to the achievement of the make ready training and development action plan.
- Ensuring make ready learning and development training sessions are kept up to date with all make ready colleagues and meet best practice.
- Produce regular bulletins and newsletters to keep staff informed on safeguarding issues and best practice.
- Manage and improve staff feedback and audits.
- Actively develop and manage specialist training programs and respond by providing for any additional staff learning/training needs as they arrive.
- Ensure own and the make ready team knowledge, skills and training are maintained through continuing education.
- To contribute to the planning and development of make ready training facilities and arrangements within the Trust.
- To contribute to the development of training and safeguarding policies, guidelines and standards for all make ready services within the Trust and ensuring they are updated to reflect best practice as reviews, audits or Datix, new legislation and guidance.
- Assist with investigations into Datix incidents or to offer advice and support to the nominated lead and ensure all the relevant learning is extracted and identified the individual needs across the make ready team.
- Participate in the review of training referrals that are raised by management team and MR staff, to consider trends and any training needs.
- Provide support and guidance to Governance and operational managers to carry out gap analysis locally.

Key Relationships & Stakeholders

- Governance & Assurance Manager
- Head Of Make Ready
- Make Ready Performance Manager
- Assistant Director of Operations (ADO)
- Senior Make Ready management teams
- Locality Group Managers (LGM)
- Clinical Team Managers (CTM)
- Frontline Make Ready staff
- Estate Management Team
- Supply & Distribution Management Team
- Fleet and Workshop Management Team
- LAS Safeguarding Team
- External Safeguarding Boards
- LAS Governance & Assurance and Legal teams
- Patient Experience Department
- Quality and Governance Committees
- Education and Development teams
- LAS Emergency Operations Centre
- Support services
- Trade Unions

Key Responsibilities

Strategy

Developing systems and processes to achieve robust training and compliance :

- Converting the Make Ready training strategy and policies into operational strategies and implementing actions to achieve targets and objectives set.
- Delivering an annual action plan for the core skills and specialist training and contributing to devising future action plans.
- Support the Governance & Assurance manager with contributing to and implementing current and future make ready training and Audit strategy and plans to improve standards of make ready services.
- Assist with developing strategies so that the make ready frontline teams are able to respond rapidly and effectively to changes and demands with adequate training, improve working practices, external and internal factors.
- Designing make ready training, education and development based on demanded standards and career pathway, data gathering and analysis. Working in collaboration with GAM (Governance and Assurance Manager) and operational managers and other key stakeholders.
- Support the GAM in challenging the current strategies and plans; proactively identifying and implementing improvements within make ready management team and across the hubs.
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Operational Delivery

Being accountable for delivering the following training and auditing requirements:

- Delivery of make ready core skills training or development 4 days a week and audits and governance for the remaining 1 day.
- Developing and applying training and safeguarding best practice in sensitive situations encouraging partnership working and collaboration with GAM, Operational managers & MR staff.
- Ensuring MR core skills training and skills gap analysis awareness and reporting is maintained and improved across the make ready management team and staff.
- Produce regular bulletins/newsletters for staff on best practice and lessons learnt from Datix incidents and audits.
- Monitor quarterly training performance and delivery figures and any gaps are taken under robust action plan to ensure any necessary improvements or changes are made to achieve the set objectives.
- Be proactive and reactive to situations that compromise patient & staff safety and wellbeing.
- Use technology to improve training systems, processes and make ready operational deliveries.
- Working from LAS Bow as a base and pan London as required, ensuring visibility within operational management and staff.
- Work with the GAM to ensure Training and safeguarding risks are maintained and mitigation updated.

Governance & Assurance

- Collate, analyse and report on training delivery and audits for Senior Managers and operational colleagues on a regular basis.
- Maintain a database of training and audits undertaken and actions implemented.
- Provide a quarterly training and audit report on progress to the GAM and Head of MR and Preventive measures.
- Ensure all training materials reflect national (NICE, intercollegiate, Acts) and London (multi-agency) guidance and best practice.
- Audit feedback on referrals and ensure staff are informed, meeting with operational managers to discuss improvement and change practice.
- Being accountable for ensuring that MR staff have the knowledge, skills and are provided adequate training supporting:
 - Being a role model of positive, inspirational, and visible training and auditing leadership; demonstrating the services values and adapting communication styles with operational management and MY staff.
 - Contribute to the implementation of the training action plan including reviewing operational managers knowledge and expertise.
 - Assist with leading operational training and qualification change initiatives that may be resisted by and unpopular.
 - Mentoring, coaching and supporting staff, personally encouraging effective and constructive feedback and continuous improvement.
- Making and being accountable for individual training and skills development through individual skills gap analysis and profile development.
 - Take an active role in reviewing team personal need and development.
- As part of their role regularly undertake research of training needs under the policy and guidelines, ensuring MR teams are compliant and operating according to Trust standards and 5 years business plan.
- Regularly undertake specialist complex training and audits program within the make ready, writing reports and making recommendations to change practice as required. Governance, ensuring compliance across the sector.
- Manage the risk register for the make ready training analysis and operational area and

ensure compliance against Trust policy. Be the main point of contact for risk management within the make ready department.

- Investigating Sis with GAM , Datix and co-ordinating the learning outcomes with staff to embed and measure identified improvement.

Stakeholder Relationships

- Working in collaboration with members of the make ready team, operational senior managers, and stakeholders, to provide consistent, timely and integrated make ready service.
- Liaise with Training Leads and L&D Specialists and external partners to assist in understanding and meeting the training needs of the LAS.

People Management

- Assist Gam and operational managers with their work when workloads increase or during leaves of absence.
- Working as part of one make ready management team with often difficult and challenging environment
- Demonstrate a key awareness of the impact on personal and team welfare.

Resource Management

- Support the GAM, Operational managers in maintaining comprehensive and accurate education and training manuals and documentation systems, ensuring that all relevant documentation is completed and stored and updated regularly.
- Cover the MR Administrator, BSM role when absent.
- Handle sensitive training materials and staff individual profile.

Infection Prevention & Control

All Trust employees, whether involved directly or indirectly in the provision of healthcare, have a duty to co-operate with and implement Trust policies and procedures in preventing and controlling infection. This includes co-operation with colleagues and contractors also involved in the provision of healthcare so far as is necessary to enable the Trust to meet its obligations under the Health and Social Care Act 2008.

Safeguarding

The London Ambulance Service NHS Trust is committed to safeguarding and promoting the welfare of children and young people and adults at risk and expects all staff and volunteers to share this commitment and ensure they work in accordance with the LAS Safeguarding Child and Adult at Risks Policies and Procedures.

Staff should ensure that they remain up to date with safeguarding training requirements and know how to report safeguarding concerns or allegations against staff and should follow safeguarding policy and procedures and the allegations against staff policy.

Confidentiality

Caring | Respect | Teamwork

Building a world-class ambulance service for a world class city

Replace with actual Job Title

Maintain confidentiality in relation to personal data held for colleagues , ensuring that it is processed lawfully; for no purpose other than that for which it was obtained; is relevant to that purpose; is retained for no longer than is necessary; is processed in accordance with the rights of the subject to access and accuracy; and is protected from accidental loss or damage in accordance with the requirements of the Data Protection Act (as amended), and records management guidance.

Maintain confidentiality of patient-identifiable personal data using a non-identifiable alternative, where practicable, and limiting access on a strictly need to know basis in accordance with the responsibilities of the Trust's Caldicott Guardian.

Risk

- To ensure the Datix risk management system is fully implemented and maintained and is used as a tool to support the compliance, governance and risk management processes within the make ready department
- To maintain a comprehensive Board Assurance Framework (BAF) on behalf of the Trust ensuring that processes are in place to support the systematic review, assessment and monitoring of the risks to achieving the Make Ready strategic objectives, underpinned by extensive and local risk registers.
- To work with the GAM and operational manager and assurance reporting board in the identification and description of strategic and business training plan risks.
- To manage the make ready risk register and to advise the Executive and Senior Management teams and other managers on the identification, presentation and mitigation of risks.
- As far as is reasonably practicable attempt to prevent other people from undertaking tasks or actions which would knowingly cause risks to self, others, or to the Trust, in accordance with Trust policy and training.
- Identify and report actual or potential hazards/ risks in the work environment in accordance with Trust policies and take immediate action to minimise risks where it is reasonably practicable to do so. Identify and report to the appropriate authority incidents of risk, neglect, abuse or endangerment to vulnerable adults and children.
- Follow LAS policy on use of PPE (Personal Protective Equipment) e.g. Stab Vests, Hi- Visibility Clothing, Gloves, Visors etc. Awareness of and compliance with Health and Safety Regulations.

Health and Safety at work

In addition to the Trust's responsibilities under the Health and Safety legislation, you are reminded of your responsibilities for health and safety at work under the Health and Safety at Work Act 1974 (as amended) and associated legislation. These include the duty to take reasonable care of the health and safety of yourself and others in your work activities and to co-operate with your employer in the discharge of its statutory duties. You must adhere strictly to the Trust's policies and procedures on health and safety and report all accidents, dangerous occurrences, unsafe practices or damage to your manager promptly using the Trust's incident reporting system. You must make use of appropriate training, safety equipment, protective clothing and footwear and attend training. Failure to comply with these requirements may result in disciplinary action.

Disclosure and Barring Service (DBS)

If the post you are undertaking requires you to complete a DBS disclosure, this will be managed and processed in line with the DBS Policy and you will be required to sign up and maintain your subscription to the DBS Update Service.

Values and Behaviours

Caring

Kindness – be caring and compassionate, polite, welcoming, approachable
Positive – embrace change, be enthusiastic and optimistic, proactive
Empathetic – put myself in other people's shoes, consider other perspectives
Listening – hear others, be open, approachable, give others space to speak

Respect

Equity – be fair, embrace diversity, accept others for who they are
Inclusive – advocate for others, ask for input, seek out alternative views
Understanding – be interested in others' feelings, stories and backgrounds
Appreciative – offer descriptive praise, seek out feedback, value others

Teamwork

Supportive – offer help when you notice others need it, check in regularly
Collaborative – seek opportunities to work together, communicate, clarify
Professional – be accountable, responsible for my attitude, calm and reassuring
Integrity – be honest, share learnings, act in others' and LAS' best interests

Equality and Diversity

The Trust recognises the benefits of a diverse workforce reflective of the communities that we serve, and is committed to equal opportunities in employment with a devotion to eliminate all forms of unlawful discrimination. The Trust aims to promote equality of opportunity and good relations between staff and patients (including volunteers, contractors, and bank staff). All individuals have a duty to adhere to the Trust Equality and Diversity policy and an individual responsibility towards the application and understanding of the Equality Act 2010. Inequitable behaviour will not be tolerated, and every person has a responsibility to highlight discriminatory practice.

Qualifications, Accreditations, Education

Caring | **Respect** | **Teamwork**

Building a world-class ambulance service for a world class city

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	Essential	Evidence
Educated to degree level in health and/or socialcare subject or equivalent level qualification or, additional theoretical or conceptual knowledge acquisition such as would be acquired through a taught master's course	√	A
Full driving licence, valid in the UK with no more than 3 penalty points	√	A
Experience		
Demonstrable recent or current management experience at the same or similar level	√	A/I
Delivering and improving clinical quality and governance and assurance.	√	A/I
Demonstrable evidence of devising and managing change programmes.	√	A/I/T
Establishing effective partnerships with trade unions or staff representatives at a local level	√	A/I
Investigating and chairing conduct and attendance hearings when the potential outcome may be a final written warning.	√	A
Previous or current working in a healthcare or emergency service settings.	√	A/I
Managing effective relationships with more senior and line managers, colleagues and staff.	√	A/I
Knowledge and Skills		
Planning and prioritising conflicting demands and often unpredictable work patterns	√	A/I/T
Demonstrate continuous personal development	√	A
Creating a clear vision and translating strategies into operational plans.	√	A/I/T
Receiving, interpreting and analysing highly complex data to make recommendations to increase understanding and inform decision making for service improvement	√	I/T
Presenting complex, sensitive or contentious information to internal and external groups	√	A/I
Personal Abilities		
Demonstrating role model leadership behaviours and adapting styles to match situations and audiences.	√	I/T
Being accountable for results and actions and in turn, holding others to account	√	A/I/T
Communicating (Orally and in writing), adapting the styles and messages to match the situation and audiences	√	A/I
Managing and having difficult conversations with managers and staff.	√	A/I/T
Report writing and business planning	√	T
Effective persuading, influencing and negotiating skills to achieve beneficial outcomes.	√	A/I/T

Initiating, building and maintaining relationships with internal and external key stakeholders; developing partnerships and cooperative working.	√	A/I/T
Committing to be on the resilience response group at tactical commander level able to manage incidents and spontaneous events	√	A
Demonstrating a passion for the delivery of quality services	√	I

Key:

(A = application, T = test, I = interview – delete as

Updated **June 2022**

Person Specification

Key: A = application, T = test, I = interview *delete as appropriate

Created/Updated*: **Month Year**