



People and Communities living the lives they choose

JOB DESCRIPTION

Job title:	Workforce Quality & Development Facilitator
Reports to:	Service Manager - Strategic, Help & Care
Accountable to:	Director of Services, Help & Care
Location:	Home based – with some travel across Dorset
Contract:	Temporary to end of March 2023 – potential extension possible.
Salary:	Grade D point 24 £24,226 to point 29 £28,647 pro rata for part time hours worked: - for working part time 22.5 hours per week £14,732 to £17,420 per year
Hours:	Part time 22.5 hours per week over 3 days

Help & Care's values are:

 **Social justice** sits at the heart of all our work and we will use it to challenge, advocate and influence policies and practices

 **Innovative** approaches to our work means we break new ground, delivering enterprising solutions, always with social, financial and environmental impact at the forefront

 **Personal** – we believe that every individual deserves to be treated with respect and compassion with their own personal needs at the centre and supported with tenacity and creativity

 Working in **collaboration** with other organisations, including the public, private and voluntary sectors, enhances our work at all levels

Context

The introduction of personalised care requires significant workforce development and strong leadership aligned with the values underpinning personalised care. It means that the workforce needs to work differently and, therefore, supervision and support systems need to be redesigned to facilitate this and performance measures need to align with personalised care expectations. Personalised care is not just a change in approach for frontline staff. It has implications for the leadership of organisations and of systems, as well as people working in business support functions, and people working in partner organisations that are part of the wider health and care system.

Help & Care's delivery of Personalised Care Institute (PCI) accredited training courses commences in October 2021. We are collaborating with system partners to offer courses across Dorset and the South West, and are integral to supporting colleagues in the design and delivery of their local support and supervision systems.

Main Purpose of the Role

The Workforce Quality & Development Facilitator teams' main purpose is to ensure that personalised care is explicitly embedded in all our practice. Working with colleagues across the organisation and contributing to the Organisation Development Strategy working groups, you will be sharing learning and insights arising from your networks, to support our ongoing improvement.

The team are responsible for designing, delivering, and facilitating accredited personalised care training to non-clinical frontline staff. The team has an integral function to influence and embed reflective practice within the organisation and across the wider System supporting the development and quality assurance of excellent practice within the non-clinical workforce.

Responsibilities / Tasks

Support & Supervision

1. To contribute to the delivery and on-going development of a Support & Supervision framework, in line with the evolving needs of the organisations non-clinical workforce, through collaboration across the organisation and with System partners.
2. To support the growth and capacity across the organisation of a Reflective Practice model, reviewing the current offer, building on learning and feedback, to ensure all face-to-face practitioners receive the RP offer going forward.
3. To collaborate with system partners to support the design and implementation of bespoke Support & Supervision models across the Dorset ICS.

PCI Accredited Training

4. To contribute to the ongoing development & delivery of PCI accredited training sessions, informed from experience, feedback and ongoing improvement, providing a dynamic and relevant experience.
5. To embed PCI Introduction to Practice sessions across all H&C teams as part of our culture & values.
6. To collaborate with partners in the system in the design and delivery of emerging nonclinical approaches training – SMI, HiU, complex needs etc.

Demonstrate Impact

7. To contribute through the Organisational Working groups to the review of service user & staff feedback, inform development / iterations of training/service offer, developing & leading on service excellence.

8. To attend / contribute to Organisational Development Strategy Work Stream groups.
9. To broker partner collaboration (specialist input, experts in the field) to enhance and positively challenge the organisations perspective and depth.
10. To participate in feedback and data analysis using internal and where applicable external systems.

Flexible & Agile

11. To work flexibly across the local health and social care landscape in line with the contract requirements and to explore emerging opportunities as they unfold
12. To undertake other work that may arise on a day-to-day basis to support the service.
13. To work within the values, ethos, and vision of Help & Care.
14. To work in accordance with the Policies and Procedures of Help & Care, in particular: Health and Safety, Safeguarding, Vulnerable Adults and Personal Safety.
15. To work in accordance with all relevant legislation.
16. To undertake any other duties as required, appropriate to the post.

CONDITIONS

There will be an assessment of competence to practice during induction and 6-month probation period.

Carry out other such duties as may be required by the Service Manager, Leadership Team, Chief Executive and Trustee Management Board which are consistent with the duties and responsibilities of the post.

The nature of the job will require travel in the worker's own car for which expenses will be paid as set by the Trustee Management Board.

The post holder will be required to have fibre broadband to be able to work from home temporarily.

The working week shall be part time 22.5 hours per week over 3 days during standard office hours working days (Monday to Friday) as agreed with line manager. The nature of the work may also necessitate travel across Dorset and occasional evening/weekend work to attend meetings etc. for which time off in lieu will be granted.

The other conditions of service and other current procedural agreements will be enclosed with the post-holders Contract of Employment.