

## JOB DESCRIPTION

### JOB TITLE: TRAINER/FACILITATOR

### SERVICE: LINKLIVING SKILLS ACADEMY - PRACTICE AND PARTICIPATION TEAM

### PURPOSE OF THE JOB

The purpose of the job is to deliver trauma-informed practice training and SCQF/SVQ accredited courses to front-line professionals, Link Group of companies and to external partners. The role will require travel across different local authority areas. The aim of the trauma training is to provide an environment where staff become trauma informed practitioners and to provide a safe space where people are able to learn and have an opportunity for reflective practice with peers in similar roles. In addition, you will deliver both accredited and non-accredited personal development training to upskill professional staff.

You will:

- Deliver trauma training based on NHS Education for Scotland (**NES**) framework to colleagues across Link and partner companies and to external partner agencies in different local authority areas
- Provide a series of personal development workshops to other professionals
- Deliver SCQF accredited courses
- Deliver SVQ Level 3 Health and Social Care
- Create evaluation reports to maintain the high quality of the training provided
- Promote training across Link and partner companies and external businesses
- Keep up to date with relevant and current best-practice in Trauma-Informed Approach
- You will have the ability to develop and maintain relationships with internal and external clients

### VALUES

The postholder will be expected to demonstrate LinkLiving's core values of:

- Empathy (listen to and understand an individual's needs and circumstances)
- Respect (treat others the way they wish to be treated)
- Integrity (be honest and have strong moral principles)
- Caring (show kindness and concern for others)

## MAIN AREAS OF RESPONSIBILITY

### Training responsibilities

- Plan, organise and coordinate training events for the calendar year
- Book training rooms/online meeting times for sessions
- Create and update information packs
- Arrange for participants to use the online platform when appropriate
- Based on NES framework deliver to colleagues across the Link and partner companies and to external partner agencies
- Deliver SVQ Level 3 Health and Social Care to frontline staff
- Deliver a series of mental health workshops to colleagues across Link and partner companies and to external partner agencies
- Ongoing design, delivery and review of training sessions including bespoke training
- Support the team to ensure they are compliant with SQA policy and procedures
- Support SQA Centre Coordinator to ensure that policies and procedures are reviewed regularly and updated in line with current SQA guidance
- Ensure that the most current version of all documentation is used
- Support the sharing of best practices amongst assessors and internal verifiers
- Support the SQA Coordinator in quality assurance
- Support the SQA Coordinator to ensure that any required actions identified in a quality assurance report are discussed and acted upon
- Support SQA Coordinator and the team at External Verification visits
- Evaluation of training using standardised tools to include both qualitative and quantitative methods
- Attend meetings and events to promote training opportunities for purchase
- Use of online software for remote delivery

### Compliance responsibilities

- Maintaining accurate, up-to-date and secure records of the people we deliver to
- Collecting and maintaining data for the purposes of training evaluation
- Reviewing practice and developing knowledge in relation to adults who have experienced trauma and mental health issues
- Working collaboratively as part of a team to deliver training in line with our business plans and the requirements of organisation's who use our services
- Ensure compliance with SQA policy and procedures

### Other responsibilities

- Act as reflective practice facilitator for staff teams from other services as required
- To carry out other reasonable duties, within the scope of the job, and to meet the needs of the business

## RELATIONSHIPS

- Colleagues, including immediate team members, LinkLiving staff and Link Group partner companies
- External businesses who purchase training for staff teams
- Funders
- Independent consultants on evaluation of training
- Partner agency staff, particularly in the third sector
- Practice and Participation team

## ACCOUNTABILITY

The postholder is accountable to the Service Delivery Manager

## PERSON SPECIFICATION

VALUES	ESSENTIAL	DESIRABLE
Empathy (listen to and understand an individual's needs and circumstances)	√	
Respect (treat others the way they wish to be treated)	√	
Integrity (be honest and have strong moral principles)	√	
Caring (show kindness and concern for others)	√	
EDUCATION & QUALIFICATIONS	ESSENTIAL	DESIRABLE
<b>Must have SVQ Level 3 or 4 in Health and Social Care</b>	√	
Training qualification or extensive experience in the delivery of training	√	
SQA Assessor / Verifier or willing to work towards	√	
KNOWLEDGE / EXPERIENCE & SKILLS		
Working experience in the delivery, design and development of training programmes	√	
Knowledge of the use of evaluation methods to ensure training is effective and objectives are met	√	
Knowledge of issues affecting people who are excluded and marginalised	√	
Knowledge of NES Trauma informed framework	√	
To be able to actively contribute to team objectives	√	
Knowledge of mental health self-help resources and tools	√	
An ability to establish, build and maintain supportive, equal and positive relationships with people	√	
Demonstrable experience of using a person-centered approach	√	
An ability to problem solve, remain calm in a crisis and demonstrate a positive attitude	√	
Good communication skills in a variety of situations	√	
Demonstrated ability to work independently, set priorities, meet deadlines, manage multiple tasks effectively, and work as a collaborative team member	√	
An ability to demonstrate active listening	√	
Sensitivity and responsiveness to people's emotional and social health	√	
An ability to collect data, maintain records and produce reports	√	
Experience, and ability to use technology and software to communicate and carry out the job responsibilities	√	
Experience building and developing strong professional partnerships with external organisations and partners	√	
GENERAL / OTHER		
Meet the requirements of registration with Protection of Vulnerable Groups Scheme check	√	
Flexible, practical and reliable approach	√	
Ability to travel to Link and partner company sites and to different local authority areas.	√	
Current driving license and access to a roadworthy car	√	

COMPETENCY MANAGEMENT FRAMEWORK	ALL ESSENTIAL AND WILL BE ASSESSED AT INTERVIEW
<p><b>COMMUNICATION</b> Communicates ideas and information effectively, both verbally and in writing, ensuring messages are clear and understandable. Shares information openly and encourages a two way dialogue. Use appropriate language and style that is both relevant to the situation and to the people being addressed.</p>	
<p><b>CUSTOMER CENTRED APPROACH</b> Puts the person at the heart of the service and is able to understand both internal and external customers and service users' needs. Takes personal responsibility for securing the satisfaction and well being of customers and service users. Encourages and maintains open, positive relationships with a wide range of people. Listens and communicates assertively to ensure mutual understanding.</p>	
<p><b>INNOVATION</b> Constantly strives to evaluate, question and improve how things are done. Views improvement as a continuous process. Creatively explores and applies innovative approaches to improve the quality and delivery of services.</p>	
<p><b>LEADERSHIP</b> The ability to lead, inspire and encourage others to meet business objectives whilst providing a clear vision and sense of purpose in all activities. Actively participates and contribute towards Project Teams, Committees and other working groups. Is supportive of colleagues, including secondees, placements and new employees.</p>	
<p><b>PERSONAL EFFECTIVENESS</b> Takes personal responsibility for making things happen and achieving results. Presents ideas clearly and persuasively. Willing to take responsibility in challenging circumstances or when things go wrong. The ability to recognise and control own emotions and to respond to situations objectively, even when under pressure. The self-confidence and flexibility to adapt own response to suit the needs of the situation or to respond flexibly and prioritise depending on the other persons approach.</p>	
<p><b>PROBLEM SOLVING AND REASONING</b> The ability to identify and resolve problems by gathering and analysing information from a range of sources, and make informed and effective decisions. Draws appropriate conclusions and considers the consequences of these decisions. Willingness to participate and contribute effectively to the team effort. Will put own interests aside when appropriate to meet the needs of the team.</p>	
<p><b>INFORMATION SYSTEMS</b> A functional understanding of Link's core information communication technology – including Microsoft Office and IT systems. An ability to access and use personal computer software for effective communication and the management of information. Has a basic knowledge of PCs, including keyboard skills and will take active steps to update personal computer literacy skills and to support others when required.</p>	
<p><b>WORKING TOGETHER</b> Willingness to participate and contribute effectively to the team effort. Will put own interests aside when appropriate to meet the needs of the team. Takes positive action to build the team and works through conflict to achieve resolution. Makes other team members feel valued. Knows what their team aims to achieve, their role and the part they play and takes positive action to build the team mentors/coaches new employees.</p>	

## TERMS AND CONDITIONS OF EMPLOYMENT

Noted below is a summary of the general terms and conditions of employment of LinkLiving employees. Those quoted apply to full-time posts and part-time staff will be eligible to receive the same employment terms on a pro-rated basis. Employees on fixed term contracts are also eligible, subject to the restriction of their contract. An individual contract may determine additional terms particular to that appointment and employees should also refer to their own contract of employment.

### Hours

Full-time, 37.5 hours per week, Monday to Friday with some overnight stays.

### Contract

Fixed Term 1 year

### Salary

Placement within the salary range will be dependent on a number of factors including skills and experience.

Progressing through the salary range will be determined by an assessment of individual performance against an agreed Job Plan and following a recommendation made to the Management Team at each performance year-end.

Trainer/Facilitator Salary Range £31,207.00 - £34,283.00 per annum (dependent on skills & experience).

An Inflation-Related Pay Award is normally awarded annually in April.

### Annual Leave

35 days pro rata per annum (including public holidays) rising to 38 days after completion of three years' service.

### Pension

Link is required by law to automatically enrol eligible employees to its pension scheme. Auto-enrolment rates from 1 April 2019 are:

Link: 5% of basic salary  
Employee: 3% of basic salary

Employees can opt to increase their contributions:

Employee: 4%      5%  
Link: 6%      6%

### Travel

LinkLiving will support eligible employees employed by LinkLiving and providing support to service users across a geographical area where a bus pass is the most cost-effective means of travel, with the cost of a monthly bus pass. Eligible employees can claim for the cost of a monthly bus pass through iTrent Self Service. Reimbursement will be made through payroll and tax and national insurance contributions deducted. Claims for annual bus passes will not be authorised.

Use of your own car for business mileage, where authorised, will be reimbursed at a rate of 45p per miles. LinkLiving adopts the Inland Revenue approved mileage rate system.

**Time Back**

There is a time back arrangement for additional hours worked in excess of the contracted hours.

**Probationary Period**

There is a 6-month probationary period, which may be extended to 9 months following consultation with individuals.

**Support and Supervision**

You will have regular support and supervision meetings with your line manager

**Smoking**

All Link group offices operate a NO SMOKING POLICY – you may have to work with service users who smoke.

**Health Care Cash Plan**

A non-contributory Healthcare Cash plan scheme for employees and children under 18 years old. [Option to include partners]

Protecting Vulnerable Groups Scheme (PVG) Information for applicants who wish to work with Link

People who work on a regular basis with vulnerable groups will be required to join the Protecting Vulnerable Groups (PVG) Scheme. This Scheme replaces the Enhanced Disclosure Scotland checking process for organisations and it is a mandatory requirement of working within Link.

As well as strengthening safeguards for children, the PVG Scheme will improve protection for adults because, for the first time in Scotland, there will be a list of those who are barred from working with protected adults - there is already a list of those who are barred from working with children. A protected adult is a person, aged 16 or over, who receives one or more type of care or welfare service either regularly or for a short period of time.

People who work, on a regular basis, with vulnerable groups will join the PVG Scheme and from then on, their membership records will be automatically updated if any new vetting information arises. Vetting information is conviction information retrieved from criminal justice systems and nonconviction information held by the police that is considered relevant.

Link will meet the cost of any new PVG scheme membership or scheme record update.

For further information please refer to the disclosure Scotland website - <http://www.disclosurescotland.co.uk/pdf/protecting-vulnerable-groups-scheme.pdf>