

## JOB DESCRIPTION

<b>Job title</b>	Trainer
<b>Department</b>	Substance Misuse
<b>Reports to</b>	Communities Manager
<b>Grade</b>	3

<b>Job purpose</b>	<p>This role is based with the City and Hackney Recovery Service, support clients with drug and alcohol use issues. The purpose of this role is to deliver learning support to external stakeholders across the boroughs of City of London and Hackney, this role will support embedding and furthering Work Force Development (WFD). Specialist training that contributes to compliance and quality within the service to help achieve client outcomes, as well providing an external facing role that works in collaboration with partner agencies to provide tailored training to improve wider outcomes for the community we deliver in. Trainings to be delivered will be around substance use and harm reduction.</p>
<b>Key accountabilities</b>  Marketing and Communications Support	<p>Work with colleagues to contribute and deliver a successful service by:</p> <ul style="list-style-type: none"> <li>• Leading the development and training of training programmes focused on providing information and support for stakeholders working with clients with substance use issues.</li> <li>• Writing and developing materials and documentation to support the successful delivery of online and in person training.</li> <li>• Writing and contributing to reports and progress updates regarding the current training offer and future development.</li> <li>• Promoting and nurturing a learning culture wherever possible.</li> <li>• Contribute to the success of the service, using skills to lead and develop in areas of specialism and interest</li> <li>• Help to project the desired image of Turning Point by demonstrating the corporate values through own example</li> <li>• Enable effective planning/control by ensuring required data is input into information management systems, interpreting trends and recommending or taking appropriate corrective actions. This includes recording training attendance and content development for future trainings</li> <li>• Help to ensure that the service achieves its compliance obligations by carrying out responsibilities in accordance with regulatory standards and recognised governance processes within the team.</li> <li>• Ensure the effective flow of information within the team, between the team and management and with external parties, hearing and accommodating the views of TP staff at all levels while representing corporate messages constructively, observing TP's IC policies and procedures.</li> </ul> <p>Work closely with managers and other stakeholders on WFD solutions, that enable the business to achieve its strategic and operational business plans, by:</p> <ul style="list-style-type: none"> <li>• Deliver training targets as set by the management team</li> <li>• Building close relationships with partners, including social workers,</li> </ul>

	<p>mental health organisations, rough sleeping teams, and health services to understand the workforce plans of the community, working together to identify and articulate the learning priorities aligned to the service objectives.</p> <ul style="list-style-type: none"> <li>• Building management and employee engagement with learning.</li> <li>• Support development of training plans and calendars across service.</li> </ul>
	<p>Ensure WFD solutions are provided and evaluated across TP by:</p> <ul style="list-style-type: none"> <li>• Providing direct training in content of foundation programmes and supporting assessment and embedding of competence in services.</li> <li>• Providing additional development activities (workshops, team briefs, bespoke training, coaching). As an associate trainers deliver local training through mentoring, assessment, standardisation and CPD.</li> <li>• Work collaboratively in reviewing and designing learning content where needed.</li> <li>• Participate in peer reviews with training colleagues and evaluation of learning processes</li> </ul>
	<p>Helping the team to optimise its performance by making full use of and highlighting/suggesting improvements to the management of IT, facilities, processes and other physical resources that impact on the administration of marketing activity.</p>
	<p>Carrying out day to day tasks in accordance with stated policies, procedures and regulations to assist compliance with regulatory, risk and health &amp; safety requirements.</p>
	<p>Possessing outstanding training, communication, and interpersonal skills, both written and verbal. Experience of writing and presenting information of a high calibre, formally and informally to a wide range of audience.</p>
	<p>Projecting the desired image of Turning Point by demonstrating the organisational values in day to day behaviour at work and always understanding and following all job relevant policies, procedures and work standards.</p>

<b>Dimensions</b>	Direct reports	No formal responsibility, but influences the thinking and behaviour of staff and managers throughout Turning Point
	Total staff overseen	None
	Internal contacts	<ul style="list-style-type: none"> <li>• Team colleagues</li> <li>• Marketing and External Affairs team</li> <li>• Service managers and staff</li> <li>• Service User Involvement Lead and Service User Representative Groups</li> </ul>
	External contacts	<ul style="list-style-type: none"> <li>• External stakeholders including Local Authority/Public Health</li> </ul>
	Planning horizon	Work autonomously and independently to identify and reach out to different stakeholders and deliver training needs specified by them
	Problems solved	<ul style="list-style-type: none"> <li>• Gaining co-operation, input and data from managers and staff in other functions who may</li> </ul>

		<p>place shorter term initiatives and pressures ahead of those relating to longer term new territory development.</p> <ul style="list-style-type: none"><li>• Prioritising workload, remaining productive, staying calm under pressure when having to adapt to shifting and potentially conflicting priorities within a 'matrix' style team structure.</li><li>• Staying positive personally, and contributing to a positive team outlook, in an environment characterised by long term goals in which short term frustrations and sense of limited progress or results could be the norm.</li></ul>
	Financial authority	Please refer to the current financial guidance issued by the Finance team.

## PERSON SPECIFICATION

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<b>Personal effectiveness</b>	Essential	Desirable
	<ul style="list-style-type: none"> <li>Knowledge and experience of delivering learning interventions to a range of staff and manager's across different levels of skill using different assessment methods</li> <li>Supporting employee development and training programmes</li> <li>Excellent facilitation skills including the ability to lead a discussion to constructive conclusions and the ability to feedback</li> </ul>	<ul style="list-style-type: none"> <li>Experience of delivering clinical training and/or clinical qualification</li> <li>Experiencing of leading major projects / programmes (incorporating learning/behavioural outcomes)</li> <li>Supporting new services within an organisation</li> </ul>

<b>Technical effectiveness</b>	Essential	Desirable
	<ul style="list-style-type: none"> <li>Experience of successfully managing a wide range of stakeholder relationships</li> <li>Time management skills – working under very tight deadlines with changing priorities.</li> <li>Experience in evaluation techniques and the ability to adapt practice to get results</li> </ul>	<ul style="list-style-type: none"> <li>Understanding of the NHS and local authority customers.</li> </ul>

<b>Acquired experience &amp; qualifications</b>	Essential	Desirable
	<ul style="list-style-type: none"> <li>Level 3 Qualification in Training or equivalent</li> </ul>	<ul style="list-style-type: none"> <li>Understanding of financial costing models/budgets</li> <li>Experience within the health and social care sector</li> <li>Working knowledge of drug and alcohol field, and strategic agenda</li> </ul>