Recruitment Profile

Job Title **Lived Experience Trainer**

About the Job

The role is to play a key part in delivering the Oliver McGowan Mandatory Training in Learning Disability and Autism to people who work in health and social care.

The successful post holder will be supported to deliver training which will include:

- Learning disability awareness and/or understanding autism.
- Reasonable adjustments.
- Supporting people with a learning disability and autistic people with mental health conditions.
- Communication.
- Supporting young people with a learning disability.

The training will be co-delivered to help people understand their role in supporting people with a learning disability and autistic people and the difference they can make to improve care. This training will take place both through eLearning (online training), interactive online training sessions and through face-to-face training days.

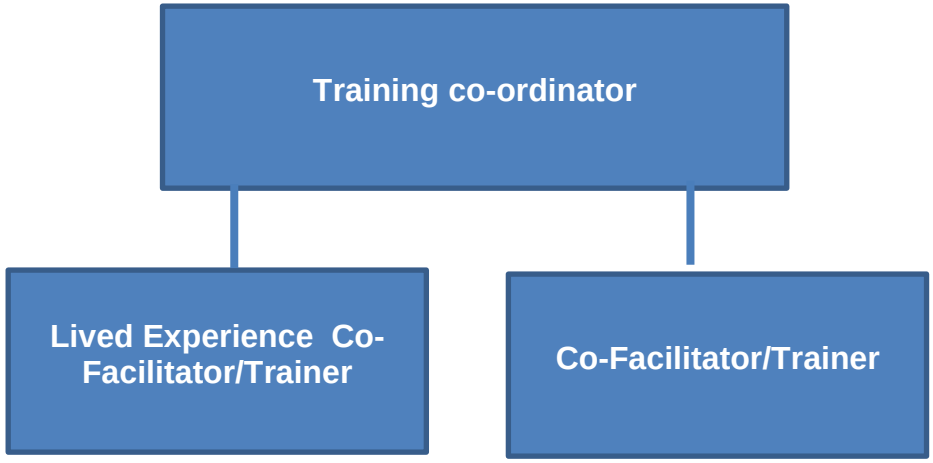
The role can be flexible but is likely to involve the need to travel independently to different venues to deliver training.

This training will take place both through online virtual 1-hour sessions and through face-to-face training in groups of up to 30.

Full training and ongoing support will be provided to successful candidates to enable them to carry out this role and develop their skills.

The role may include training other lived experience trainers to become part of the team delivering Oliver McGowan Mandatory Training.

Organisation Structure



The post holder will work as part of an Oliver McGowan Mandatory Training Team, alongside other Lived Experience Co-facilitators/Trainers and Co-facilitator/Trainers. We are committed to implementing reasonable adjustments for people with a learning disability and autistic people. There is flexibility to agree which duties you feel able to complete. We'll be committed to your training and development from day one. When you join, you'll receive a thorough induction. Our learning and development strategy includes all the way's that we can support you to 'shine' and excel in your role and is open to our staff at every level in our organisation.	

About Us

HEE provides leadership for the education and training system. It ensures that the shape and skills of the future health and public health workforce evolve to sustain high quality outcomes for patients in the face of demographic and technological change. HEE ensures that the workforce has the right skills, behaviours and training, and is available in the right numbers, to support the delivery of excellent healthcare and drive improvements through supporting healthcare providers and clinicians to take greater responsibility for planning and commissioning education and training.

Our **ambition** is to be the best organisation of our type in the world by living our values every day.

Our Core **Values** are that everyone feels **valued and respected** and is **included and involved** in everything that affects them; is **trusted** to make decisions with clear reasons in order to **be empowered** to deliver; is committed to clear, **effective communication**, which is transparent and open when sharing information; takes **pride and has integrity** in everything we do and recognises that everyone has a significant contribution whilst taking **personal responsibility and accountability** for actions and behaviours.

Recruitment Profile

About You

This section details the personal attributes we require for this role. If you feel these describe you we would welcome your application

Behaviours and Values

Work to the NHS constitution values:

- Respect and dignity.
- Commitment to quality of care.
- Compassion.
- Improving lives.
- Working together for patients.
- Everyone counts.

The post holder needs to behave in ways that show they:

- Are supportive of colleagues.
- Value and respect others.
- Include and involve others in everything that affects them.
- Are trustworthy.
- Are committed.
- Communicate effectively and openly.
- Are transparent and open in their actions.
- Take pride in their work, team and organisation.
- Have integrity.
- Can take responsibility/accountability.
- Represent HEE and present a positive image when dealing with all stakeholders at all times.
- Have a positive outlook, energy, focus and enthusiasm.
- Are resilient, calm and professional.

Skills and Abilities

Essential

The postholder will be supported to:

- Talk in front of people.
- Learn what needs to be said when delivering training.
- Show planning and organisational skills.
- Manage their time and their own workload.
- Work in a team.
- Motivate themselves.
- Support and build relationships with a range of stakeholders and colleagues.
- Consider different options.
- Have difficult conversations in a positive manner.
- Show positive customer/client focus and good customer care skills.
- Show good training communication skills.
- Act to help people feel comfortable.
- Communicate with other members of the training team as required.
- Pay attention to detail.
- Be flexible and adaptable.
- Manage competing priorities and change.
- Use computer programs.
- Be able to learn new ways of working.
- Travel to different training venues across the region.
- Understand their responsibility for health and safety.
- Be confident in explaining ideas.
- Support others to share their views.

Desirable

The postholder will:

	• Have experience of presenting to audiences. • Be confident in using digital online platforms such as Microsoft Teams. • Be able to manage some pressure. At times the role may be challenging.

Experience and Knowledge	Qualifications and Training
Essential: The postholder will: • Have lived experience of a learning disability or be an autistic person • Be interested in delivering training to health and social care staff. • Have an understanding of issues around confidentiality. Desirable: The postholder will have experience of: • Working in a customer care environment. • Reviewing and delivering training. • Working with the health and/or social care sector. • Working in a team environment and working together to deliver team goals. • Managing competing priorities and tight deadlines.	Essential: Good general level of education (GCSE or equivalent in English and Maths) and/or have lived experience of a learning disability or be an autistic person.

Expected Outcomes

About your role

This section details the outcomes and deliverables that would be expected from the role

Engaging People/Key Working relationships	Delivering Results/Functional Responsibilities
The postholder will work closely with a range of stakeholders across the region, including: • Co-facilitators/trainers. • Oliver McGowan Mandatory Training Team. • Other training providers. • Training delegates. • Health and care workforce. For example, this includes doctors, nurses, receptionists, Carers, catering staff etc... • Lecturers/trainers/facilitators. Communication and Liaison: With support and training, the postholder will: • Communicate key information and issues. • Be comfortable talking in front of groups of people. • Be great at communicating and making people comfortable. • Be reliable. • Be trustworthy and able to keep information confidential. help to promote the training, make people aware of it and encourage them to attend. develop good working relationships with the rest of the team. • Describe their lived experience to other co-facilitators/trainers and delegates. • Help to create a supportive training environment. • Communicate effectively and respectfully with delegates before, during and after the training. • Provide training support to other co-facilitators/trainers and participants. • Tell people about the Oliver McGowan Mandatory Training at events, giving information and instructions.	With support and training, the postholder will: • Work with other co-facilitators/trainers to deliver training sessions. The sessions will use a range of methods, including traditional training delivery, group discussions, and film. • Take part in training and rehearsals to develop skills and confidence to deliver great training. • Make sure that they are in the right place at the right time, and well prepared to deliver training sessions. • Be professional, friendly and welcoming to people coming to the training. • Work with the rest of the team to look at what is working well in the training and what could be improved. • Work as part of a team to deliver the standardised package of training to delegates. • Help to change training schedules and plans if necessary to respond to unexpected issues. • Travel to training venues across the region. • Work flexibly to deliver planned training sessions at evenings or weekends, with agreement. • Attend meetings and training to develop relevant skills and knowledge and ensure consistent and high-quality delivery.

• Where necessary, inform trainers/co-facilitators and delegates of anything that may affect the programme delivery. • Raise any issues with the delivery of Oliver McGowan Mandatory Training. • Answer routine and non-routine questions from participants and co-facilitators/trainers, asking for help if needed. • Help to promote the welfare of the Oliver McGowan Training Team and participants. • Follow the rules and policies to keep people safe. • Be able to work with other people to co-deliver the training as well as follow instructions. • Regularly co-teach large groups of people from different professions and different workplaces.	
Management and leadership	**Service improvement**
With support and training, the postholder will: • Manage and prioritise their own day-to-day activities in line with the team workload, priorities and deadlines. • Regularly reflect on their progress and share areas of concern to Oliver McGowan Mandatory Training Team as appropriate. • Be a role model to new starters. • Assist with the induction new co-facilitators/trainers, including providing information and demonstrations of processes and explaining their own activity.	With support and training, the postholder will: • Review training feedback and discuss with the Oliver McGowan Mandatory Training Team, contributing suggestions for continuous improvement. • Think of new ways to improve the delivery of Oliver McGowan Mandatory Training based on personal experience, lessons learned and training feedback. • Share lessons learned and suggestions for improved ways of working/best practice with the rest of the team. • Adapt to and adopt changes to work instructions and practices as and when they are suggested. • Help to plan and organise the delivery of training sessions. • Be part of the training team to develop new co-facilitators and trainers. • Observe new members of the training team and offer supportive and constructive feedback to make sure the training is high quality.

Benefits Information

About the Benefits

This section details the benefits of working for HEE

What's great about this post?

- Job satisfaction of seeing a task through from start to finish.
- The opportunity to learn new skills.
- The opportunity to deliver high quality training.
- Indirectly contribute to patient safety and to saving and improving people's lives.
- Opportunity to interact with a range of internal and external stakeholders.
- Opportunities for self-development and training.

What are the terms and conditions?

As an NHS employer the following terms and conditions apply to this post:

Salary	£
AfC Band **5** salary scale Usually starting at the minimum and progressing on an incremental scale	
Hours of Work	37.5 hours per week
Permanent, Fixed Term or Secondment	Fixed term

Leave and Bank Holidays: 27 days per year plus bank holidays, pro rata if part-time. Leave increases to 29 days per year after 5 years' service and 33 days per year after 10 years' service.

Pension: The NHS Pension scheme is based on length of service and salary at retirement (not dependent on investment returns). It provides a retirement pension worth 1/60th of reckonable pay per year of membership. There is also the option to exchange part of the pension for cash at retirement, up to 25% of capital value.

What other opportunities are available to me?

We'll be committed to your training and development from day one.

When you join, you'll receive a thorough induction.

Our learning and development strategy includes all the ways that we can support you to 'shine' and excel in your role and is open to our staff at every level in our organisation. It also includes Leadership and Management development and provides the opportunity to apply for funding to support personal development activity.

Other useful information

We are committed to implementing reasonable adjustments for people with disabilities.

The post may occasionally require some flexibility in working hours to cover the opening and closing of events and any associated travel.

Where travel is required it will be the postholder's responsibility to make their own way to and from the event and to have the ability to transport necessary course material with them.

As you progress there will be opportunities to apply for other roles and promotion within Health Education England.	