



JOB DESCRIPTION

Job Title: Quality and Training Co-ordinator

Reporting to: The Home Manager

Job Purpose

As a member of the home's management team this role plays an important part in the provision of the training and development of staff. The job holder works with the home manager to improve the quality and delivery of service on a continuous basis, and in accordance with the home's core values and philosophy of care.

Job Duties

Quality:

- Work with the home manager to ensure that the findings from quality assurance processes are reflected in the appropriate training for all staff.
- Assist with quality and training audits, analysing the data and preparing action plans.
- Be responsible for the implementation, evaluation, orientation, feedback, induction and continuous improvement of new employees.
- Support a work atmosphere that promotes a high-quality work-life balance.
- Support and maintain a culture of performance and excellence, acting as a role model for the care functions within the home.

Training:

- Work alongside the manager in identifying and implementing mandatory and other training needs for all home staff.
- Actively participate in weekly heads of department meetings, liaising with other departmental heads to discuss the training needs of their staff teams.
- Ensure that robust induction and ongoing training/support systems and processes are in place so that the essential standards of quality and service can be delivered to residents.
- Assist with the process of observational supervision to ensure that the training is being put into practice on the floor.
- Be responsible for maintaining the home's training matrix, identifying and implementing training requirements.
- Be responsible for training-related administration, including the preparation of training materials, completing certificates and maintaining staff training files.



- Be responsible for developing training and development programmes for staff in a structured way, helping non-clinical staff to develop in their roles and levels of competence.
- Participate actively in staff, resident and relative meetings to understand any issues requiring training interventions.
- Meet with other company trainers to develop consistent practices and review training methods.
- Be aware of the need for budgetary control regarding staff training and development.
- Provide training in other Canford Healthcare homes, as and when required.

General:

- Ensure that the health and safety policy is understood and evidenced, and that staff are instructed in their responsibility for the health and safety of residents, visitors and staff via ongoing training.
- Ensure that residents' rights are protected, and they are treated with dignity and respect.
- Maintain a good relationship with other members of the home's management team.
- Promote a positive image of the home within the community, as set out in our philosophy of care.
- Ensure that the core values, aims and objectives and the company's philosophy of care are understood and followed and contribute to their ongoing development and review.
- Support the implementation of the homes' policies and procedures.
- Share information, where appropriate, with key partners, working to data protection and Caldecott principles.
- Work weekly contacted hours as mutually agreed with the home manager.

Specific Qualifications/Skills/Attributes

- A qualified nurse with a valid NMC PIN or holding an NVQ Level 3 in Health and Social Care
- Ideally a formal qualification in training e.g. PTTLs or an Assessors Qualification, or have proven experience in a training role
- Proficiency in Microsoft Office
- Excellent organisational and planning skills, including attention to detail
- Strong oral and written communication skills
- A methodical and pragmatic problem-solving approach

This job description is not exhaustive and other duties may be required according to the needs of the home.

