

Learning and development specialist for patient experience and involvement programmes

The Point of Care Foundation is a small social enterprise whose mission is to humanise healthcare. www.pointofcarefoundation.org.uk

We do this through programmes of training and support for staff from NHS and other caring organisations, to run patient-centred care programmes, and to support staff through structured reflective practice, Schwartz Rounds.

To find out more about the programmes we offer, look on our website for

The Sweeney Programme – <https://www.pointofcarefoundation.org.uk/our-work/sweeney-programme/>

This is a programme that works with Teams and Organisations to teach tools and techniques for them to truly understand their patients' experiences and use this knowledge to work collaboratively with patients and service users, to design better care experiences.

Foundations in Patients' Experience – <https://www.pointofcarefoundation.org.uk/our-work/patient%20experience/>

Our patient experience programme works with people who are responsible for patient experience in their organisations. It teaches them the history and origins of the involvement movement and current policy in patient engagement and involvement. It also provides practical teaching in tools and techniques to put patients at the heart of improvement activities, and to ensure that patients who take part in engagement activities have a positive experience of doing so.

Schwartz Rounds and Team Time – <https://www.pointofcarefoundation.org.uk/our-work/schwartz%20rounds/>

We train and support more than 200 organisations to implement Schwartz Rounds, which are a forum for reflection for health and care staff, aimed at helping them deal with the emotional, social and psychological impact of their work. During the COVID pandemic, we have adapted this to online delivery, and aimed it at teams within organisations that have been hit particularly hard by COVID.

Job purpose

We are a small close-knit core team of seven, with extensive support from our broader community of freelance associates. We are looking for a **learning and development specialist** who will:

- Develop the curricula of our training offers in patient experience and involvement;
- Develop our thinking on the mode and mechanisms for the delivery of this training;
- Deliver programmes of training; and
- Liaise with associates to deliver training on our behalf.

We are looking for someone who is committed to the values and mission of the Point of Care Foundation, ideally with a knowledge of training in the health and care system, as well as adult learning techniques.

At present all training is being delivered online, and our team is home-based. In the fullness of time, we may be able to deliver some programmes face-to-face, and we may be able to be partially office-based (in central London). But we aim to be flexible about care locations and patterns of work. Once face to face training resumes, programmes are held across the UK and sometimes abroad, so you should have a willingness to travel.

We are committed to inclusion, and welcome applications from anyone who meets the role criteria.

We don't expect you to have all the content knowledge of our programmes straight away and will support your training and development to build this expertise.

For this sort of role we would normally expect you to be educated to degree level, though skills, knowledge and experience are more important than academic qualifications. We welcome applicants with vocational qualifications.

We are looking for a full-time person but are open to applications that are for part time work or involve a job-share with another person.

Recruitment process

1. Application

If you are interested in this role and wish to apply, please send your CV together with a covering letter to recruitment@pointofcarefoundation.org.uk by **Noon on Monday, 17th May**. In your covering letter we are interested in you demonstrating how you meet the person specification.

2. Shortlisting

We will inform those candidates who have been shortlisted on **Wednesday, 19th May**.

3. First interviews

First interviews will be held via a Zoom session on **Monday 24th May**.

4. Final interviews

Final interviews will be held via a Zoom session on **Friday 28th May**. The final candidates will be asked to deliver a learning session to a small group of participants and details will be made available at the time of shortlisting.

If you would like to have an initial conversation about this role, please email Bev Fitzsimons on bevfitzsimons@pointofcarefoundation.org.uk and a time can be agreed.

Job description and person specification – Learning and development specialist for patient experience and involvement programmes

Status:	Full-time employee: 37.5 hours a week (or pro-rata – negotiable)
Salary:	£41k - £47.5k pa for full time (depending on experience)
Location:	Home based at present. PoCF is usually located in London
Annual leave:	35 days pa (including 8 bank holidays)
Pension:	As per current auto-enrolment rules – current employer contribution is 5%

Job description

Purpose	To create, deliver and oversee the delivery of training and learning activities for our patient experience and involvement programmes
Reporting to	Chief Executive
Responsibilities	
1. Programme development and delivery	<i>Our programmes help build the capacity of staff in frontline teams to drive sustainable, bottom-up change in their services using insights into patients' experience of care and techniques such as patient shadowing and filmed patient interviews to help staff to question their own routines and practices and see them in a new light. Our programmes also include Experience Based Co-Design and an ILM accredited programme for leaders in patient experience roles.</i>
1.1	Development <ul style="list-style-type: none"> • Developing learning activities for our patient experience and involvement programmes – we have standard programmes as well as bespoke programmes that are developed to meet specific client needs. • Prepare learning materials for the programmes – this will include eLearning materials as well as more traditional materials. • Together with the project lead liaise with the client to establish specific requirements. • Work with the Schwartz Rounds mentor and trainer to develop reflective practice components in the patient experience and involvement programmes.
1.2	Delivery <ul style="list-style-type: none"> • Planning, preparing and delivering courses and programmes to clients and to associates. • Liaising with other members of the team or associates to delegate delivery as appropriate. • Oversight of associates, monitoring quality of delivery. • Offering support to associates in training delivery.

2. Working with clients	<i>In keeping with our belief that the relational in care is as important as the technical, we work alongside our students and clients to support them as they implement what they have learned with us.</i>
2.1	Coaching, mentoring and support <ul style="list-style-type: none"> • Coaching support with students on an individual or group basis • Together with other members of the delivery team support client staff in using the techniques that have been taught.
2.2	Project management <ul style="list-style-type: none"> • Project / programme management – sometimes with multiple projects on the go at once
3. Organisational and individual development	<i>As a small social enterprise, we think it is important to ensure the team can reflect together on how we develop and deliver the work of PoCF.</i>
	<p>To ensure organisational structure and internal processes optimise the contribution of every staff member.</p> <ul style="list-style-type: none"> • Resources - To make sure activity, demands of work and resources are in balance. • Team working – to contribute to the development of the team/organisation and in processes for feedback, review and reflection • Values – To be aware of and to embody the Foundation’s values. • Risks – To assess and mitigate risk in own areas of responsibility
Other	To perform any other duties which are reasonably assigned.

Person specification

1. Education and qualification	<ul style="list-style-type: none"> • Degree or HND
2. Development of training and learning programmes	<ul style="list-style-type: none"> • Knowledge and skills in developing training resources and adult learning • Creative skills to plan interesting programmes at the right level for students • Written skills to produce coursework materials
3. Delivery of training and learning programmes	<ul style="list-style-type: none"> • Experience of delivering training and learning programmes • Effective verbal communication skills
4. Other knowledge, skills and attributes	<ul style="list-style-type: none"> • Creativity and willingness to innovate • Tolerance of uncertainty • Knowledge of the health and care system
5. Relationships	<ul style="list-style-type: none"> • Ability to build relationships with clients, members of the team and associates • Ability to work as a member of a team
6. Organisational skills	<ul style="list-style-type: none"> • Good organizational and administrative skills.
7. IT	<ul style="list-style-type: none"> • Excellent IT skills • Experienced user of MS Office suite
8. Personal development	<ul style="list-style-type: none"> • Interested in continuing development of self and skills