Role Profile & Specification

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| Title | **LEARNING & DEVELOPMENT ADVISOR** |
| **Reporting to** | Head of People |
| **Job Purpose** | * To design & deliver training to staff, carers, customers & external organisations in line with current legislation, policy & practice
* To develop & deliver training, meeting the requirements of the Care Certificate
* To support Avalon’s customers to be involved in key areas of organisational development and learning
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| **Role Specific Competencies** |
| Learning Events | * Able to plan, design & deliver training for the Avalon workforce and its customers
* Able to deliver a wide range of face-to-face courses in a variety of locations across Avalon localities
* Responsible for the organisation and set up of the training day including the preparation of the venue and the required equipment and resources
* Able to plan design and deliver a range of courses via webinar
* Able to develop a range of training materials for classroom, distance and e-learning, as required
* Committed to co-production of training with experts through experience, developing and delivering courses to support this
* Map courses to the Care Certificate knowledge criteria and Skills for Care core and mandatory essential criteria
* Deliver NAPPI training in line with BILD and RRN requirements
* Reviews courses in line with legislative or regulatory change, or changing needs
* Supports with the review of external training and e-learning courses content and provide feedback on its suitability or equivalence
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| Knowledge | * Keeps up-to-date on changes in practice / legislation affecting Avalon
* Maintains own competencies through refresher training
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| Team working | * Be an active contributor to the Learning & Development Team
* Develops and promotes a positive learning culture across the whole organisation
* Contributes to the compilation & review of training plans
* Contributes to team meetings across the organisation, when needed
* Provide support, advice & information to others on training issues
* Works with the Head of People to contribute to a schedule of learning opportunities across the year
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| Organisational Development | * Works with relevant departments to review and develop organisational policies and procedures
* Undertakes specific learning and development projects which support the organisational strategy
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| **Our Values*** We are kind and respectful to everyone
* We are honest and trustworthy
* We are always learning and developing
* We are inclusive; everyone has a voice
* We work in partnership with our communities
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| **Core Competencies** |
| Communicate well  | * Listens to others
* Asks relevant & pertinent questions
* Communicates in a clear & concise way
* Effectively uses a range of communication tools & techniques
* Keeps accurate, objective & clear records
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| Have a positive & practical approach to work | * Tackles things in a direct & orderly manner
* Can be depended upon to get things right
* Able to prioritise tasks & manage workload
* Reliable under pressure
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| Work well with other people | * Earns the respect of others
* Shows respect for the views & actions of others
* Builds & maintains mutually beneficial relationships
* Motivates self & others
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| Able to respond to & solve problems | * Plans ahead
* Tackles issues voluntarily & positively
* Able to identify the cause & not just the symptoms of problems
* Able to anticipate problems & develop solutions in advance
* Solves problems in a calm, direct & organised manner
* Helps other people with problems
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| Able to innovate & have new ideas | * Full of ideas which provide fresh insight & broader perspectives
* Responds positively to change
* Self motivated
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