

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 |
| Knowledge | * Keeps up-to-date on changes in practice / legislation affecting Avalon * Maintains own competencies through refresher training |
| 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 |
| 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 |
| 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 |
| 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 |
| 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 |
| Able to innovate & have new ideas | * Full of ideas which provide fresh insight & broader perspectives * Responds positively to change * Self motivated |