




POWYS TEACHING HEALTH BOARD JOB DESCRIPTION

<u>JOB DETAILS</u>	
Job Title:	Digital Facilitator
Pay Band:	5
Hours of Work and Nature of Contract:	To be completed on recruitment
Service Group:	Therapies and Health Sciences
Department:	Powys Living Well Service
Base:	To be completed on recruitment
<u>ORGANISATIONAL ARRANGEMENTS</u>	
Managerially Accountable to:	Digital Project Manager
Professionally Accountable to:	Head of Service
<u>VALUES & BEHAVIOUR</u>	
<div style="display: flex; align-items: center;">  <div style="margin-left: 20px;"> <p>Our Values and Behaviours are demonstrated through our 'Health Care Strategy' centred on the Needs of the Individual' through Respect, Trust, Integrity, Working Together, Kindness and Caring and Fairness and Equality.</p> </div> </div>	

JOB SUMMARY / PURPOSE:

The post will involve supporting people who have long term health conditions through maximising the opportunities provided by technology. This will include the use of video conferencing, text-based apps, e-learning packages, podcasts, and webinars.

The post holder will encourage and convince patients to embrace technology to foster a culture of independence and reducing the need for medical intervention.

Using straight forward language, the post holder will train patients and other health professionals to use technology to access a range of resources.

DUTIES & RESPONSIBILITIES

Raise awareness and champion the adoption and expansion of e-learning in the management of long-term health conditions as part of a health and wellbeing service provision.

Ensure that the needs and aspirations of people who use services, staff and unpaid carers are a fundamental consideration with e-learning developments and activities.

Promote an integrated and co-ordinated approach to e-learning, involving connecting across health, social care, and housing, and across the statutory, voluntary, independent, and private sectors.

Develop Terms of Reference for the E-Learning Steering Group

Develop an E-Learning strategy in conjunction with senior managers and link into any Powys Teaching Health Board strategy developments

Monitor the increase in e-learning, evaluating feedback from service users to make improvements to the service.

Analyse the demographic of service users so that future campaigns and strategies can be tailored and impact maximised.

Develop formal processes and systems to support the development and management of e-learning resources within the service.

Responsibility for managing internet-based resources for the service and providing reports on their usage.

Develop and deliver training sessions on the use and development of e-learning to relevant staff.

Develop case studies to be shared widely with local teams on the benefits of e-learning to support clinical pathways.

Provide managers with regular updates and reports on the uptake of e-learning. This will involve pulling information from various sources and presenting it in a meaningful way.

Develop methods of evaluating the cost benefits of e-learning and present to relevant steering groups.

Responsibility for ordering related stocks and supplies through ORACLE.

Engage with local communities, community forums/public events across Powys to showcase the use of e-learning, where there may be barriers to acceptance or change.

Support the ongoing roll out of e-learning content by putting systems in place to support on-going audit, referral, and review processes.

Manage own workload rather than supervised.

<u>PERSON SPECIFICATION</u>			
ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications and/or Knowledge	Degree in a relevant subject or evidence of significant experience equivalent to formal qualification	Knowledge of current strategic priorities Understanding of long-term conditions and enablement agenda	Pre-employment checks Application Form
Experience	Experience of working in a technology related field Experience in training adults Experience of using e-learning creation software	Experience of working within a community setting Experience of cross organisational working	Application Form Interview References
Aptitude and Abilities	Excellent communication skills Develop relationships with other teams and partners Work to set objectives in a limited timeframe Work with local communities to raise the profile of e-learning Manage challenges IT skills - Word, Excel, email Change management skills	Ability to speak Welsh Ability to work across multi organisations including the voluntary sector	Interview Application Form
Values	Demonstrate PTHB Values Patient and empathetic		Interview Application Form
Other	Ability to travel to for meetings and to deliver training		Application Form and Interview

GENERAL REQUIREMENTS

Include those relevant to the post requirements

- **Values:** All employees of the Health Board are required to demonstrate and embed the Values and Behaviour Statements in order for them to become an integral part of the post holder's working life and to embed the principles into the culture of the organisation.
- **Competence:** At no time should the post holder work outside their defined level of competence. If there are concerns regarding this, the post holder should immediately discuss them with their Manager/Supervisor. Employees have a responsibility to inform their Manager/Supervisor if they doubt their own competence to perform a duty.
- **Learning and Development:** All staff must undertake induction/orientation programmes at Corporate and Departmental level and must ensure that any statutory/mandatory training requirements are current and up to date. Where considered appropriate, staff are required to demonstrate evidence of continuing professional development.
- **Performance Appraisal:** We are committed to developing our staff and you are responsible for participating in an Annual Performance Development Review of the post.
- **Health & Safety:** All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable the organisation to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to the organisation's Risk Management, Health and Safety and associate policies.
- **Risk Management:** It is a standard element of the role and responsibility of all staff of the organisation that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.
- **Welsh Language:** All employees must perform their duties in strict compliance with their organization's Compliance Notice under the Welsh Language Standards, as well as any local policies with regards the Welsh language; as well as taking every opportunity to promote the Welsh language in their dealings with the public.
- **Information Governance:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will in many cases include access to personal information relating to service users.
- **Data Protection:** The post holder must treat all information, whether corporate, staff or patient information, in a discreet and confidential manner in accordance with the provisions of the General Data Protection Legislation and Organisational Policy.

Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under current statutory legislation and the HB or Trust Disciplinary Policy.

- **Records Management:** As an employee of this organisation, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. All such records are considered public records and the post holder has a legal duty of confidence to service users (even after an employee has left the organisation). The post holder should consult their manager if they have any doubt as to the correct management of records with which they work.
- **Equality and Human Rights:** The Public Sector Equality Duty in Wales places a positive duty on the HB/Trust to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. The HB/Trust is committed to ensuring that no job applicant or employee receives less favourable treatment on any of the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success.
- **Dignity at Work:** The organisation condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report any form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the HB/Trust Disciplinary Policy.
- **DBS Disclosure Check:** In this role you will have **indirect contact** with patients / service users / vulnerable adults in the course of your normal duties. You will therefore be required to apply for a Criminal Record Bureau Standard Disclosure Check as part of the HB/Trust's pre-employment check procedure.
- **Safeguarding Children and Adults at Risk:** Powys Teaching Health Board is fully committed to safeguarding people. Employees and workers (including agency and bank workers) are responsible for ensuring they understand what actions to take if they have reasonable cause to suspect that a child or an adult is at risk of harm and mandatory safeguarding training is completed in line with their role specific competencies.
- **Infection Control:** The organisation is committed to meet its obligations to minimise infections. All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing Health Board/Trust Infection Prevention & Control Policies and Procedures.
- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Health Board/Trust sites, including buildings and grounds, are smoke free.

- **Flexibility Statement:** The duties of the post are outlined in this Job Description and Person Specification and may be changed by mutual agreement from time to time.

Organisational Chart

