

VOLUNTEER ROLE DESCRIPTION

TRAINING OFFICER

As a Training Officer within Volunteer & Employee Training function, you will, working within a team with the training lead and other training officers, either support a specific area of training delivery and/or provide a link between the training function and the district/region, enabling the district/region to develop an effective training plan which meets clearly identified organisational needs and support implementation of that plan.

Expected time commitment: 40 hours a month (primarily evenings & weekends)
Function: Volunteer & Employee Training
Line managed by: Training Lead
Liaison with: District Training Teams, Regional Training Teams, Other functions.

This role description can be used within any district or delivery team within Volunteer & Employee Training including Youth Training, Ambulance & Clinical Training, Operations Training, Education Training, People Training, Driver Training and District Training delivery teams.

WHAT YOU WOULD BE INVOLVED IN (DUTIES & RESPONSIBILITIES)

- Contribute to the formulation of the regional training plan, ensuring that the regional plan takes full account of the operational needs of the district or specialist team.
- Ensure that the training takes place according to plan, ensuring targets are achieved and consistency of quality is maintained.
- To support the learning needs analysis and training delivery for specific areas, in partnership with stakeholders including trainers/assessors, volunteer managers, unit training leads and other functions.
- To liaise with the verification & training standards team to ensure that training is scheduled to meet the operational requirements of the organisation at district level.
- Report to and attend regular training meetings and appropriate district/area/functional meetings.
- Contribute to the volunteer and employee training budget planning and monitoring processes.
- Working with the training lead and other training officers to provide a point of contact for training queries within the district or region, including engagement with area managers, unit managers, unit training leads and other functions.
- Ensure volunteer training is scheduled to meet the operational needs, liaising with other members of the regional training & community projects function as appropriate.
- To actively participate in the recruitment, retention and support development of volunteer trainers and assessors.
- Attend CPD events as required, to maintain own competence and knowledge relevant to the role and to maintain personal development records.
- Assist the training delivery manager and training lead prepare internal audit as necessary.
- Perform any other duties commensurate with these responsibilities, the management level of the post and skills and qualifications of the post-holder.

WHO WE ARE LOOKING FOR (PERSON SPECIFICATION)

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| • Able to communicate effectively, both verbally and in writing, with a variety of people. | <i>Required</i> |
| • Proven experience of effective and appropriate decision making leading to achievement of targets. | <i>Required</i> |
| • Willingness to be flexible and to travel as needed. | <i>Required</i> |
| • Ability to use Microsoft® applications at intermediate level. | <i>Required</i> |
| • Ability to plan and manage training delivery. | <i>Desirable</i> |
| • Proven experience of managing people across multi-site locations. | <i>Desirable</i> |
| • An understanding of SJA training procedures and protocols. | <i>Desirable</i> |

WHAT YOU WILL GET FROM THIS ROLE

- Personal satisfaction in watching learners and others develop.
- Develop skills in time and people management; coaching & mentoring skills and learning & training needs analysis.

ROLE SPECIFIC EXPECTATIONS

- Willingness to be flexible and to travel throughout the district or wider region.
- Willingness to meet agreed deadlines and participate in team meetings, one to ones and VDRs.
- Ensure equipment is ready for immediate use always and champion responsibility for the cleanliness of patient environments which are maintained to a high standard in line with current DoH and SJA IPC recommendations and policy.

SCREENING REQUIREMENT FOR ROLE (CATEGORY THREE)

This role requires the following pre-volunteering screening checks:

Standard Occupational Health (including driving if appropriate); Professional Registration (PIN) check if a Healthcare Professional; One written reference; Identity check; Interview.

TRAINING & SUPPORT PROVIDED

The training we will provide for you in your first few months is as follows:

- Welcome programme introducing you to the charity.
- Role specific training.
- First Aid training.
- Introduction to Safeguarding Level 1
- Training on appropriate IT systems such as DIPS.

The training we will provide for you in your first six months is as follows:

- Additional training for role.
- Driver training (if applicable).
- Training in appropriate SJA policies.

SJA will provide workwear (a uniform) appropriate to the role excluding footwear and you will wear a 'Support' role bar when undertaking this role.

OUR VALUES

This role requires the volunteer to embrace the organisation's vision and values, which are:

Our vision is for communities that save lives and serve each other through volunteering for health and first aid. To achieve this, our mission will be to build volunteering for health into every community, providing first and second response and resilience every day.



This role description is intended as an outline indicator of general areas of activity and will be amended considering the changing needs of St John Ambulance. It is expected that the post holder will be as positive and flexible as possible in using this document as a framework.

Prepared by: Training / Volunteering

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