



LauraLynn

IRELAND'S CHILDREN'S HOSPICE

PERSON SPECIFICATION

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JOB DESCRIPTION

Learning & Development Specialist

PERSON SPECIFICATION

JOB TITLE: Learning & Development (L&D) Specialist

Grade: Grade V

Department: Human Resources

Report to: Human Resources Manager

FACTOR	ESSENTIAL	DESIRABLE
EDUCATION & EXPERIENCE	<ul style="list-style-type: none"> • Relevant recognised 3rd level qualification – Learning & development/HR/teaching & learning • Minimum of 3 years’ experience in a learning and development function • Strong experience in course design, delivery, evaluation and reporting of training both on line and classroom • Experience of undertaking a training needs analysis and solutions generation • Experience of content research & content curation for courses & online resources • Experience of group facilitation both online and in a blended learning environment 	<ul style="list-style-type: none"> • Qualification in eLearning design or web development • Experience in a health care environment • Project management experience • Course/Conference Bookings & Administration
SKILLS/ABILITIES	<ul style="list-style-type: none"> • Strong ICT skills as adopted in the online L&D environment. • Excellent communication skills • Self motivated, flexible and adaptable • Good at problem solving and decision making • Ability to plan, organise and meet deadlines • Ability to work on own initiative or as part of a team • Excellent interpersonal skills • Portrays a positive, customer focus attitude at all times 	<ul style="list-style-type: none"> • Experience of working with Moodle/SharePoint/Blackboard/LMS • Coaching & Mentoring Skills • Experience with apps such as Canva/MS Forms/Zoom/MS Teams • Strong Facilitation skills
KNOWLEDGE & UNDERSTANDING	<ul style="list-style-type: none"> • Strong knowledge / experience of moodle and other L&D software systems. • Must possess caring and empathetic qualities. 	<ul style="list-style-type: none"> • Understanding of the role of competencies and organisational development • Understanding the link between strategic objectives and learning objectives

	<ul style="list-style-type: none">• Demonstrate behaviours at all times in line with the three LauraLynn values of compassion, collaboration and excellence	<ul style="list-style-type: none">• Can develop L&D plans to deliver on organisational needs• Strong focus on evaluation of L&D interventions• Knowledge of teaching skills such as Teamwork, Communication, Change Management, Leadership, Customer Service
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Compassion, Collaboration, Excellence

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SUMMARY

LauraLynn strives to continuously develop as a learning organisation. It recognises the importance of providing staff with the skills and experience not only to perform their roles to the best of their ability but to also to develop personally and professionally. Through a culture of education, learning and development the individual grows, the organisation benefits but most of all the service users and their families receive a safer, better service.

FUNCTION

The Learning & Development Specialist will work in collaboration with both clinical and non-clinical managers, teams and individuals to create a learning culture so that staff are equipped to competently and confidently perform and succeed in their designated role, in line with the goals of the organisation.

DUTIES AND RESPONSIBILITIES - Main Areas of Responsibility:

Under the direction of the Human Resources Manager the duties of the Learning and Development Specialist include:

Staff Development

- Work with the HR manager and department managers in identifying training and development needs
- Design, develop and implement learning programmes (on line and classroom).
- Develop bespoke L&D solutions in consultation with managers/teams to meet identified service / business needs.
- Promote greater diversity and inclusion via L&D initiatives e.g. Coffee & Culture meetings.
- Provide coaching and mentoring to individual staff members as required.

Organisational Development

- Play a lead role in developing a learning needs analysis at a team or organisation level.
- Research, design, implement, review, evaluate and report on learning and development initiatives/activities.
- Collaborate on the design and implementation of identified HR projects e.g. competency framework.

- Responsible for the LauraLynn performance management and development (PMDS) system including maintaining records and issuing reports when required.
- Curate and maintain the L&D resources on the staff intranet Sharepoint site.
- Act as an internal L&D champion of learning.
- Source ways of improving the learning experience at LauraLynn – use of blended learning techniques e.g. flexible resources, digital learning, flipped classroom, online learning, curation of relevant learning & development resources.
- Curate and build a library of resources for all professionals both online or otherwise.
- Work towards ensuring that all training activities meet a set of defined criteria as stipulated by HIQA, HSE, Health and Safety Authority and other relevant regulatory bodies.
- Identify and implement methods of effectively measuring and evaluating learning activities/events at individual, team and organisational levels.

Staff Engagement

- Play a key role on the Schwartz Rounds, including the organisation, preparation, delivery and evaluation.
- Participate on a staff wellbeing committee when requested by the HR Manager.
- Adopt the role of Support Contact Person as outlined in the Dignity at Work policy.
- Design and undertake research including questionnaires to elicit the feedback of staff.

Other Duties

- Event Organisation – When requested - participate with organising and implementing various education seminars and conferences that may occur within the Service i.e. CPC Conference; Physio & OT Conference.
- Promote a culture of learning and continuous improvements around the organisation.
- Manage and maintain the LauraLynn e-learning portal/platform.
- Responsible for the daily operation, maintenance and development a Learning Management System (LMS) if/when acquired.
- Maintain a database that captures all learning training and development of staff including mandatory training.
- Record and provide training statistics & reports on a regular basis and when requested.
- Work collaboratively with other training providers (internal and external) on specific projects.
- Through continuous professional development keep up to date with the latest L&D developments.

QUALITY, RISK AND SAFETY RESPONSIBILITIES

It is the responsibility of all staff to:

- Participate and cooperate with legislative & regulatory requirements with regard to Quality, Risk & Safety
- Participate and cooperate with LauraLynn Quality and Risk and Safety initiatives as required

- Participate and cooperate with internal and external evaluations of the centres structures, services and processes as required, including but not limited to, The National Hygiene Audit, National Decontamination Audit, Health and Safety Audits and other audits specified by the HSE or other regulatory authorities
- To initiate, support and implement quality improvement initiatives in their area which are in keeping with LauraLynn quality, risk and safety requirements.

BEST PRACTICE IN HYGIENE

Hygiene in healthcare is defined as *“the practice that serves to keep people and the environment clean and prevent infection. It involves preserving ones health, preventing the spread of disease and recognising, evaluating and controlling health hazards”*.

- It is the responsibility of all staff to ensure compliance with LauraLynn hygiene standards, guidelines and practices.
- Department heads/managers have overall responsibility for best practice in hygiene in their area
- It is mandatory to attend infection control training yearly

The above job description is not intended to be a comprehensive list of duties and responsibilities and consequently the post holder may be required to perform other duties as appropriate to the post which may be assigned to him/her from time to time and to contribute to the development of the post when in office. This job description may change in line with the changing needs and objectives of the organisation.

FLEXIBILITY:

This post requires a high level of flexibility to ensure the delivery of an effective and efficient service. Therefore the post holder will be required to demonstrate flexibility on occasion as and when required by their manager.

DIGNITY AND WELFARE OF PATIENTS:

As a health care provider all staff are expected to behave towards service users and their families in a caring, professional and responsible manner. In line with the Trust in Care policy it is the duty and responsibility of all employees of LauraLynn, including this post holder, to report any concerns for the safety and welfare of patients to their line manager or head of department.

DIGNITY AT WORK:

All members of staff at LauraLynn have a right to be treated with dignity and respect and to work in a safe environment which is free from all forms of bullying, sexual harassment and harassment. Thus all staff, including this post holder, have a responsibility to help maintain such a working environment. All employees must comply with the national/LauraLynn Dignity at Work policy and ensure that their behaviour does not cause offence to fellow workers or any person with whom they come into contact during the course of their work.

CONFIDENTIALITY:

In the course of his / her employment, the person appointed may have access to or hear information concerning the medical or personal affairs of service users or staff or other health service business. Such records or information are strictly confidential and unless acting on instructions of an authorised officer on no account must information be divulged or discussed except in the performance of normal duty. In addition records must never be left in such a manner that unauthorised persons can obtain access to them and must be kept in safe custody/destroyed in accordance with policy when no longer required.

DRESS CODE / UNIFORM:

Attire and personal appearance must, at all times, conform to a standard LauraLynn considers appropriate. Staff attached to certain departments may be required to wear a uniform or other protective clothing. Where applicable any such requirements as detailed by the immediate supervisor must be adhered to at all times.

HYGIENE:

Being a health institution hygiene plays a central role in maintaining a clean and healthy environment for our service users, families, visitors and staff. All employees of LauraLynn must always be mindful of their responsibility to maintain a high standard of hygiene including personal hygiene and as part of their role within the organisation.

HEALTH AND SAFETY:

LauraLynn is committed to providing a healthy and safe working environment for all staff. Each staff member has a legal obligation to carry out his/her duties in a safe and responsible manner in line with the policy as set out in the LauraLynn safety statement.

HEALTHCARE ASSOCIATED INFECTIONS (HCAIs)

In order to reduce the risk of HCAIs, compliance with Infection Prevention and Control policies and the attendance at infection control training, are essential for all staff members. It is paramount that each staff member practice good hand hygiene techniques. Staff members have a responsibility to report any obstacles to maintaining high standards of Infection Control and hand hygiene to their line manager or Infection Control Team.

QUALITY:

To ensure the provision of the highest possible quality of service to our patients, all employees at LauraLynn have a responsibility to ensure adherence to and participation in internal and external quality control and assurance programmes on an ongoing basis.

Note: This job description is an outline of current broad areas of responsibility and accountability and should not be regarded as a comprehensive listing. As the role develops in the organisation this job description may be reviewed in light of possible new structures and/or changing needs of the organisation.

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PARTICULARS OF THE POST

TENURE:

This is a permanent contract of employment.

REMUNERATION:

Grade V – €28,652 - €34,365, based on a 22.5 hour per week contract. The salary is *in line with July 1st 2022 Health Sector Consolidated Pay Scales*.

Please note that whilst this position is **not** HSE/public funded the salary is aligned to the national HSE payscales. Payment is made on a monthly basis (last Thursday) by credit transfer.

HOURS:

22.5 hours per week, exclusive of unpaid rest breaks.

ANNUAL LEAVE:

135 hours (18.2 days) per annum based on a 22.5 hour per week contract

PENSION SCHEME:

Membership of superannuation (pension) scheme is compulsory. Superannuation contributions at the appropriate rate will be payable in accordance with the provisions of the determined pension scheme. Further information will be issued upon appointment to the role.

RETIREMENT AGE:

Retirement age will be determined by the superannuation scheme a new employee is aligned to. Further information will be issued upon appointment to the role.

HEALTH:

A candidate for and any person holding the office must be fully competent and capable of undertaking the duties attached to the office and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.

GARDA VETTING:

Arrangements have been introduced, on a national level, for the provision of Garda Clearance in respect of candidates for employment in areas of the Health Services, where it is envisaged that potential employees would have substantial access to children or vulnerable individuals. The successful candidate will be required to complete a Garda Vetting form prior to starting with LauraLynn.