**Education and Development Facilitator Band 6**

**Recruitment role summary and candidate profile**

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| **About this role**  NHS Pathways Clinical Decision Support System is a suite of products used in Urgent and Emergency care settings. It is used over the telephone to support non-clinical call handlers to assess callers’ symptoms and direct them to the most appropriate level of care for the care needs of the patient at the time of the call.  It is used by all NHS 111 telephone service providers in England, and approximately half of 999 service providers. NHS Pathways content also ‘powers’ 111 online and has a version of content used in an Emergency Department. It currently supports the remote assessment of 18 million symptom assessments per year. It is also used by clinicians to support their assessments.  It’s truly an exciting time to join Pathways as it grows in size, scale and complexity.  The NHS Pathways programme is made up of the following teams:   * Clinical Authors * Reporting and Analytics * Programme Management * Training * Operations * Delivery Management   Members from each of these teams form Multi-Disciplinary Teams which work collaboratively to develop new products, solve problems, and react to the emerging needs of the NHS. There are also business as usual teams which keep the existing product suites maintained and handle the frequent requests and queries which come from an array of stakeholders.  Education and Development Facilitators work as part of the NHS Pathways Education and Training Team, in the delivery of effective education and quality assurance provision for users of the system. They will work within, and provide subject matter expertise to multi-disciplinary teams. They will work collaboratively with all other parts of the Pathways team. The successful applicant will take on provider organisation support functions and will be responsible for significant stakeholder engagement.  The successful applicant will be responsible for a portfolio of work that requires expertise within providing high quality training and quality assurance solutions to staff working within busy, complex, patient facing environments.  **The Education and Development Facilitator will:**   * Contribute to, and at times lead in the design, delivery and evaluation of effective education and training strategies, resources and tools to Licenced user organisations * Contribute to, and at times lead in the design, delivery and evaluation of effective continuous quality improvement (CQI) approaches to users of the system to Licenced user organisations * Provide support to Licenced user organisations, in the day to day utilisation of NHS Pathways training content and materials * Contribute to the development of NHS Pathways tools, processes and content through participation in MDTs * Contribute to, and at times lead in the design, implementation and evaluation of high quality multi-media educational tools & resources including those that enable remote delivery of learning * Apply instructional design and digital learning techniques to design, develop, deliver, and evaluate eLearning programmes, video tutorials and multimedia content | **About the team**  Education and Development Manager  Head of Learning, Development & Quality  Team of Education and Development Facilitators  Team of Education and Development Facilitators  Team of Education and Development Facilitators  Education and Development Officer  Education and Development Officer  Education and Development Officer  Programme Head |
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| **About the Benefits** | |
| **The Opportunities**   * You’ll be part of a research-led team of digital and healthcare experts working to transform digital health and care * You’ll build up a strong portfolio of experience delivering with multi-disciplinary agile teams * You will benefit from a real commitment to your personal and professional development. A twice-yearly Performance Development Review process focuses upon your professional competencies and identifies opportunities for improvement. * Our staff use the Civil Service-Learning portal which allows access to the best training courses across government. | **The Terms and Conditions**   * A competitive salary. * Flexible working applications considered. * Family friendly benefits. * Annual leave starting at 27 days per annum plus statutory bank holidays rising to 33 days with service. * An excellent contributory pension scheme. |