



Information for applicants

**ASSISTANT TRAINING
MANAGER**

HULL



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1. Background

The earliest mention of a medical practitioner serving the Haxby/Wigginton area is of a Dr Hood who practised in York and held a monthly surgery in the building next door to the Fish and Chip shop in Haxby, this would be before 1920. Since that time the practice has changed through patient growth, merger and business development into a sizeable and diverse NHS service provider.

The York Practice now has a GMS (General Medical Services) contract with the NHS and provides a full range of primary care services and additional services from 6 different locations in the City. Its Practice area arcs from the North East to the South West and includes the urban/suburban extremities of the City and beyond to some outlying villages. The main site is in the Health Centre at Haxby/Wigginton. The second largest surgery, Gale Farm, serves the suburban area of Acomb. Our Huntington surgery is the third largest. The three smaller sites are based at New Earswick, amongst the original Joseph Rowntree “garden village” social housing development, at Stockton on the Forest, a small rural village outside the City and Poppleton, a semi-rural suburban village. Stockton also provides dispensing services to its patients and to the Poppleton patients. In all we serve approximately 33,000 patients. Additionally, we have been providing local anaesthetic vasectomy services to the patients of York and North Yorkshire from our York Practice for nearly 10 years.

In 2009 as Haxby Business Group (HBG Ltd) we started a new venture to improve access to GP services in Hull as part of the Equitable Access to Primary Care Initiative. We opened three brand new GP practices with very different demographics in the Kingswood, Priory Road and Orchard Park areas covering the North and West of the City and part of the East Riding of Yorkshire. In 2013 we were approached by Burnbrae Surgery in East Hull and formed a new Partnership with HBG Ltd as a corporate partner. This well-established Practice provides GMS contract services to around 5,000 patients. In April 2019 we were awarded the contract to deliver GP services to approximately 10,800 patients from Hull’s Calvert and Newington Health Centres. We have developed a strong Hull-based team providing a full range of primary care services to roughly 28,800 patients across five sites, under both APMS and GMS contracts.

In 2019 the Care Quality Commission (CQC) rated us as ‘Outstanding’ overall across York and Hull. This result is a credit to every member of our team across all our sites and shows their commitment to Haxby Group and our patients.

Our Hull and York Practices are part of the Improving Access to General Practice scheme meaning that we provide a service to our patients 7 days per week, including Bank Holidays.

We have a long and successful history of involvement with medical training and education and in both Cities we support GP trainees with GP Partners as trainers across



all our sites. We have a long-standing relationship with Hull and York Medical School and support students from all years of their Medical course in both Cities.

Haxby Group has a strong commitment to education and training. We are a Primary Care Workforce and Training Hub (PCWTH) for Humber, Coast and Vale, providing training infrastructure and inter-professional teaching and learning for undergraduate and post graduate nursing students and other health professionals, mentoring HCAs, trainee Advanced Clinical Practitioners and Physician Associates amongst others. A large part of our role as a PCWT hub is to support other practices across the region with training students and trainee clinicians in various roles. Our training division, Haxby Group Training, also offers a variety of short courses in both clinical and non-clinical topics.

We are research accredited and work with the local primary care research network to support projects in both Hull and York.

In 2010, we set up a new venture with local pharmacist, Richard Harrison Ltd, as Haxby Group Pharmacy (HGP Ltd). This company now successfully operates six pharmacies in and around York. Following our merger with the Gale Farm partnership in April 2015, we became a partner with Community pharmacies UK, now Day Lewis Pharmacy, in an LLP joint venture running a pharmacy at Gale Farm surgery.

We are a high achieving organisation that meets its targets such as the Quality and outcomes Framework and in the standards of performance required by our contracts and as expected and needed by our patients.

We aim to involve and communicate with and listen to our patients as best as possible and have Patient Participation Groups and disease specific support groups. In addition we have a very strong social media presence including a practice website and a professional quarterly newsletter. There are also regular patient surveys such as the friends and family test.

We are organised into teams by specialisation, such as finance, nurses or data, or by geography, such as surgery. We value our staff very highly and support them in their role and ambitions through training and appraisals. We also try to communicate and listen with our staff through regular staff surveys, away days and regular social functions.

We have a clear Mission to “work together to provide a caring, quality service to our patients” and an ethos based on three key principles, Professionalism, Unity and Balance.

To be professional we aim to be the best that we can be, to apply the best standards that are possible, to be advocates for the patient and high quality contract performers. We have a comprehensive range of policies and protocols, clinical and non-clinical and are a learning organisation that listens to complaints and reviews significant events in a supportive learning fashion.



To be unified we work as a team and in teams, offer supportive, comprehensive employment policies, accept and value each other's role as important in the delivery of healthcare and a quality service and listen to each other. We do not discriminate for reasons of disability, age, race, gender or religion and we work with and listen to our patients.

For balance we apply good judgement in the use and application of resources, skill, or medical care. We ensure that we maintain perspective and are as fair as possible in all our dealings. We also ensure that our employment style and work ethic invigorates and supports our team in a positive and happy environment.

More information can be found at www.haxbygroup.co.uk



2. Job Description

Job Title: ASSISTANT TRAINING MANAGER

Reports to: TRAINING MANAGER

Responsible to: MANAGING PARTNER/DIRECTOR

Accountable to: PARTNERS/DIRECTORS

Job Summary:

You will have a lead role in the development of education and training opportunities within the remit of Haxby Group Training and the Primary Care Workforce and Training Hub (PCWTH). You will play a key role in development and delivery of training and assist with the ongoing evaluation of projects, schemes and business activities. You will work collaboratively to meet the needs of students and trainees ensuring the highest standards of care, supporting the delivery of policy and procedures and providing leadership and operational management as required. This will involve inter-professional liaison and the facilitation of effective learning opportunities for multi-disciplinary external and internal students.

You will be responsible for enhancing our team competencies by designing and conducting training programmes that meet the needs of our customers, designing and delivering curriculum and learning materials and managing all phases of training interventions. You will identify training and developmental needs and drive suitable training initiatives meeting customer requirements. You will devise a training strategy and be responsible for overseeing its implementation and assessing its outcomes. Your responsibilities include enhancing employees' skills, performance, productivity and quality of work and undertaking activities that support strategic objectives to maximise the potential and quality of Haxby Group Training.

You will work across many organisations and departments. You must work at all times within your own competence.

Job Responsibilities:

- Supporting the development and growth of Haxby Group Training and any other training opportunity or business run/developed by Haxby Group, following policy and procedures.
- Assist with or lead on projects as appropriate to develop new business opportunities regionally, nationally and internationally.
- Pro-actively working, leading when required, to support and develop the Primary Care Workforce and Training Hub (PCWTH) hosted by Haxby Group.



- Developing and maintaining key links between Haxby Group Training and other stakeholders such as educational establishments or organisations; NHS organisational bodies; non-NHS establishments; other practices; actual and potential business clients; and other providers.
- Being aware of key performance requirements and targets for any projects, schemes and training commitments being delivered by Haxby Group Training or the PCWTH and ensuring they are met in a timely manner.
- Providing appropriate advice, guidance and signposting to external contacts and clients.
- Working closely with other members of the Haxby Group Training team and key Haxby Group staff to ensure high quality educational provision.
- Inter-professional liaison and facilitation of effective learning opportunities for multi-disciplinary external and internal students and trainees.
- Identifying and assessing future and current training opportunities and needs.
- Translating requirements into training services and products that meet opportunities and customer needs.
- Developing a training services plan and annual training delivery programme, planning and facilitating agreed educational opportunities, events and programmes.
- Delivering training and courses, deploying a wide variety of training methods delivering content in keeping with relevant local and national evidence and guidance.
- Preparing or overseeing teaching plans and developing or overseeing the production of classroom handouts, instructional materials, aids and manuals.
- Monitoring and evaluating training programmes' effectiveness, success and return on investment and reporting on them, periodically evaluating ongoing programmes to ensure that they reflect requirements.
- Maintaining a keen understanding of training trends, developments and best practice, staying abreast of new trends and tools in training and development.
- Managing a delegated budget and undertaking budgeting and financial management activities as required within Haxby Group training, the PCWTH, and in the implementation of any training activity or business.
- Co-ordinate, write and disseminate reports, including budget and financial reports, regarding training activities within the PCWTH and other educational provision by or supported by, Haxby Group Training.
- Producing audit results and other evidence to support current work and forward planning.
- Attending meetings and collaborative groups with external stakeholders as required.
- Planning and participating in meetings; chairing meetings or taking minutes as required.
- Maintaining suitable records of communications, reports and other activities, ensuring others have appropriate access as required, utilising Information Technology to maximum benefit.



- Presenting information to internal and external audiences, stakeholders and contacts.
- Supporting participation in events, careers fairs, roadshows and promotional activities.
- Overseeing co-ordination, planning and facilitation of the student pathway for students on placement or visiting Haxby Group, liaising with mentors, clinicians, Managers, Practice staff, other staff and educational establishments as required.
- Fostering the development of inter-professional learning and the integration of students and trainees into the workplace.
- Drawing an overall or individualised training and development plan that addresses needs and expectations, providing opportunities for ongoing development.
- Assessing training effectiveness to ensure incorporation of taught skills and techniques into employees work behaviour.
- Conducting effective induction and orientation sessions as required.
- Directing structured learning experiences and monitoring their quality results.
- Strengthening links and communication between departments and teams within Haxby Group regarding education and training, working closely with clinical teams, Managers, the HR team and the Finance team.
- Having due regard to need, time and financial factors when forging or maintaining links with external organisations.
- Assist with the gathering of statistics and information as required.
- Provide line management and managerial support to staff as required.
- Providing support to other members of the team as required.
- Delegating work as appropriate.
- Undertaking additional tasks as required within your role.

Management duties and responsibilities:

- Deputise and support the Training Manager as required.
- Manage Health & Safety and educate staff.
- Participate in meetings as required.
- Monitor staff timetables ensure adequate cover.
- Provide managerial supervision, support and professional leadership.
- Have a full understanding of appointment system.
- Oversee Information and Management Technology within your scope.
- Oversee maintenance of site and equipment.
- Undertake annual staff appraisals and personal development plans.
- Apply policies, standards and guidance.
- Participate in the recruitment and selection and induction process.
- Monitor staff records in line with protocol.
- Liaise with management team regards staffing and organisation of work.
- Develop and maintain a strong sense of team spirit, commitment and enthusiasm through all staff delivering high quality results.



Business responsibilities:

- Act as a positive role model
- Maintain ethos and culture of Haxby Group
- Positively promote Haxby Group
- Support Line Managers as required
- Adhere to Health & Safety and educate staff within your role
- Apply Haxby Group policies, standards and guidance
- Attend in-house governance, educational and staff meetings as appropriate
- Suggest and support the introduction of new working processes to optimise quality
- Communicate to ensure that all employees operate as an effective team
- To build and maintain relationships with other healthcare professionals, including GPs, GP surgery personnel, care home personnel, PCT personnel etc

Safeguarding:

- Be responsible for and committed to safeguarding and promoting the welfare of Adults-at-risk (vulnerable adults), children and young people and for ensuring that they are protected from harm.
- Be aware of your duties and responsibilities regarding current legislation and adhere to our policies and procedures on Child Protection and Safeguarding Adults.
- Recognise the types and signs of abuse and neglect.
- Ensure the Safeguarding Lead is alerted to, and kept fully informed of, any concerns you may have in relation to safeguarding adults, children and young people.

Learning and development:

You will participate in any training programme implemented by Haxby Group as part of this employment, such training to include:

- Participation in individual performance reviews, including maintaining a record of own personal and/or professional development.
- Working in conjunction with senior management, assess own learning needs and undertake learning as appropriate.
- Develop and utilise a written Personal Development Plan.
- Make effective use of learning opportunities within and outside the workplace, evaluating their effectiveness and feeding back relevant information.
- Disseminate learning and information gained to other team members in order to share good practice and inform others about current and future developments.
- Undertake mandatory and statutory training as required.



Team working:

- Understand own role and scope in the organisation and identify how this may develop over time.
- Work as an effective and responsible team member, supporting others and exploring the mechanisms to develop new ways of working.
- Accept delegation from senior staff, prioritise own workload and ensure effective time management strategies are embedded in own practice.
- Participate in team activities that create opportunities to improve customer care.
- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance.
- Participate and support local projects as agreed with the management team.
- Delegate clearly and appropriately, adopting the principles of safe practice and assessment of competence of those taking on delegated duties.

Confidentiality:

- In the course of seeking treatment, customers entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately.
- In the performance of the duties outlined in this Job Description, you may have access to confidential information relating to customers and their carers, Haxby Group staff and other healthcare workers. You may also have access to information relating to Haxby Group as a business organisation. All such information from any source is to be regarded as strictly confidential.
- Information relating to customers, carers, colleagues, other healthcare workers or the business of Haxby Group may only be divulged to authorised persons in accordance with Haxby Group policies and procedures relating to confidentiality and the protection of personal and sensitive data.

Health & Safety:

You will assist in promoting and maintaining their own and others' health, safety and security as defined in Haxby Group Health & Safety Policy, to include:

- Using personal security systems within the workplace according to guidelines.
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks.
- Making effective use of training to update knowledge and skills.
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards.
- Reporting potential risks identified.



Equality and Diversity:

You will support the equality, diversity and rights of customers, carers and colleagues, to include:

- Acting in a way that recognises the importance of people's rights, interpreting them in a way that is consistent with Haxby Group procedures and policies, and current legislation.
- Respecting the privacy, dignity, needs and beliefs of customers, carers and colleagues.
- Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

Quality:

The post-holder will strive to maintain quality within Haxby Group, and will:

- Alert other team members to issues of quality and risk.
- Assess own performance and take accountability for own actions, either directly or under supervision.
- Effectively manage own time, workload and resources.
- Work within own limitations and experience.
- Be aware of and co-operate with audit.
- Work effectively with individuals in other agencies to meet patient's needs.
- Portray a professional image at all times.

Communication:

The post-holder should recognise the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members.
- Communicate effectively with customers and carers.
- Recognise people's needs for alternative methods of communication and respond accordingly.

Other:

This job description is neither exhaustive nor exclusive and will be reviewed periodically in conjunction with you. You are required to carry out any duties that may reasonably be requested by the Managing Partner/Director. You will need to be flexible in developing the role to provide the best possible care to patients.



3. Person Specification

	Essential	Desirable
Physical Requirements	Able to undertake the requirements of the post.	Reliable. Flexible. Excellent attendance record.
Knowledge/Qualifications/Skills	<p>Proven experience working within a training environment. Managerial and leadership skills or experience. Degree or Higher Diploma in Education, Training or relevant field. Proven experience in designing multiple training events in a corporate setting. Extensive knowledge of instructional design theory and learning principles. Familiarity with traditional and modern training methods (mentoring, coaching, on-the-job or in classroom training, e-learning, workshops, simulations etc). Familiarity and ability with tech based learning and training methods.</p> <p>Knowledge of learning management software. Excellent communication skills, both written and verbal. Strong writing and record keeping skills for reports and training manuals. IT skills with knowledge of Excel and Word. Experience of supervising the work of other staff. Excellent customer service skills. Good administrative and</p>	<p>Experience of working in a health or care industry. An interest in Primary Care. Experience as a trainer, specialist or teacher. Experience in a post with managerial responsibility.</p>



	<p>organisational skills. Ability to meet targets and deadlines. Ability to work to high standards of accuracy. Understand and observe strict confidentiality.</p>	
Competencies/ Qualities/ Attributes	<p>Experience of designing and executing successful training programs. Ability to present complex information to a variety of audiences. Ability to conduct cost-benefit analysis and calculate training ROI. Ability to plan, multi-task and manage time effectively. Familiarity with talent management and succession planning. Work well under pressure. Sound decision maker. Able to work both as a team member and unsupervised. Able to use own initiative. Be self-motivated. Hard working and willing Flexible and adaptable, able to work according to changing need Enthusiastic Commitment to personal development.</p>	
Other	<p>Able to work at the desired times. Flexibility of hours for cover. Non-smoker. Good sickness record. Car driver and access to transport.</p>	Clean driving licence.



4. Terms and Conditions

- Salary:** Dependent on skills and experience. Pay progression will be dependent upon annual performance appraisal.
- Annual Holiday:** 30 days plus bank holidays (holiday entitlement will increase as a reward for loyalty and service).
- Training:** Induction training plus other annual training subject to an agreed personal development plan.
- Working hours:** Full-time position – 38 hours per week based around the opening times of Haxby Group.

The Surgeries will be open 7.30 am to 8 pm weekdays and until 1pm Saturdays. The post-holders exact weekly hours will be agreed according to service and individual needs. To facilitate communication and training you will also be required to attend evening meetings, events and training that fall outside your normal working hours. These will be reimbursed as overtime paid at the normal hourly rate, or as time taken in lieu.

Benefits: We operate an optional contributory pension and benefits scheme.

The Well-being Simplyhealth plan and Co-operative flexible benefits package will be offered after your probation period.

Other benefits include:

- Full induction package with reviews.
- Annual reviews.
- Annual training day.
- Regular training and updates.
- Social functions.



5. Application

To apply you must complete an application form.

Human Resources contact details:

Address: HR Department, Haxby Group, 109-119 Front Street, Acomb, York, YO24 3BU.

Or E mail: HR.Team@haxbygroup.co.uk Tel: 01904 928075 / 928076

All applications will be acknowledged however previous applicants need not apply.

For more information regarding the post please contact the HR Team on the above numbers.