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| <b>Role title</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Senior Training Facilitator             | <b>Grade</b>    |                                                                                     |
| <b>Reports to</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Training & Practice Development Manager | <b>Location</b> | Field based, with travel across a designated area of the group's portfolio of homes |
| <b>Job family</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Quality and Governance                  | <b>Hours</b>    | 40                                                                                  |
| <b>Role Purpose</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                         |                 |                                                                                     |
| <p>The Senior Training Facilitator is a field-based role within the Quality and Governance Directorate, responsible for delivering mandatory and practice development training to care and support staff across a designated group of HC-One homes, and for line managing and coaching a team of Training Facilitators to ensure consistent, high-quality training delivery across the area. Reporting to the Training &amp; Practice Development Manager, the postholder plays a vital role in ensuring that every member of staff across their allocated homes has the knowledge, skills, and competence to deliver safe, high-quality, and person-centred care — and that all mandatory training obligations are met consistently and on time.</p> <p>This is a practical, people-focused role for an experienced care professional who is passionate about sharing their knowledge, developing others, and making a direct contribution to the quality of care that residents receive. The role remains hands-on: the Senior Training Facilitator delivers training in homes across their area using a mix of face-to-face classroom sessions, practical skills demonstrations, and on-the-job coaching, working closely with Home Managers to ensure training is relevant, well-attended, and embedded in day-to-day practice. Alongside this delivery, the postholder line manages, supervises, and coaches the Training Facilitators in their area, supporting their development, quality-assuring their delivery, and acting as the first point of escalation for training queries and concerns.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                         |                 |                                                                                     |
| <b>Main Activities</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                         |                 |                                                                                     |
| <b>Duties and Responsibilities</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                         |                 |                                                                                     |
| <p><b>Mandatory and Statutory Training Delivery</b></p> <ul style="list-style-type: none"> <li>• Deliver the full range of mandatory and statutory training to care and support staff across allocated homes, in line with the Group's mandatory training framework and the requirements of CQC (England), CIW (Wales), and Care Inspectorate (Scotland) as applicable.</li> <li>• Deliver training across all mandatory topics including — but not limited to — moving and handling, fire safety, safeguarding adults, infection prevention and control, health and safety, food hygiene, medication awareness, basic life support, and DoLS/MCA awareness, using HC-One's approved materials and session plans.</li> <li>• Ensure training sessions are well-planned, well-resourced, and delivered to a consistently high standard, adapting style and approach to meet the learning needs of a diverse adult care workforce including staff for whom English is not a first language.</li> <li>• Maintain accurate attendance and completion records for all training sessions delivered, ensuring records are promptly entered into the Group's learning management system (LMS) and that Home Managers have visibility of their team's training compliance status.</li> <li>• Monitor mandatory training compliance within allocated homes, proactively identifying gaps, working with Home Managers to schedule outstanding training, and escalating persistent non-compliance to the Head of Training and Practice Development.</li> </ul> <p><b>Practice Development and Skills Training</b></p> <ul style="list-style-type: none"> <li>• Deliver targeted practice development training within homes in response to needs identified by the Head of Training and Practice Development, Quality Improvement Leads, quality colleagues or Home Managers, covering clinical and care topics including care planning, pressure care and wound management, nutrition and hydration, dementia awareness, end of life care, falls prevention, and continence care.</li> <li>• Deliver practical skills sessions within homes, including moving and handling competency assessments, basic life support refreshers, and other skills-based programmes that require hands-on demonstration and supervised practice rather than classroom learning alone.</li> <li>• Support the completion and review of role-specific competency assessments, working with Home Managers and senior colleagues to ensure staff are observed in practice, assessed against agreed standards, and provided with clear feedback and follow-up support where further development is required.</li> </ul> |                                         |                 |                                                                                     |

- Provide on-the-job coaching to care staff during home visits where training needs or practice concerns have been identified, working alongside individuals to demonstrate correct technique, give constructive feedback, and build confidence and competence in a supportive way.
- Support the induction of new starters within allocated homes, delivering elements of the Group-wide induction programme and working with Home Managers to ensure new employees receive a warm, well-structured, and compliant introduction to their role and to HC-One's values and care standards.

#### **Training Needs Identification and Home Support**

- Build effective working relationships with Home Managers across allocated homes, developing a good understanding of each home's team, training history, and current practice development priorities.
- Work with Home Managers to identify training needs within their teams, including gaps highlighted by supervision, competency assessments, incident reviews, complaints, or feedback from Quality Improvement Leads, and plan training activity accordingly.
- Provide Home Managers with practical guidance on how to identify and address training needs within their teams between formal training sessions, supporting them to build a culture of continuous learning and development within the home.
- Attend or contribute to team meetings, supervisions, and practice development discussions within homes where this would support the embedding of learning or the identification of emerging training priorities.

#### **Training Delivery Quality and Evaluation**

- Collect and review delegate feedback after every training session, using evaluation data to continuously improve delivery approach, session content, and the learning experience for participants.
- Assess delegate learning at the end of training sessions where required, using knowledge checks, skills assessments, or competency observations to confirm that learning objectives have been met and that any individuals requiring additional support are identified and followed up.
- Conduct follow-up observations of practice in homes after training sessions where appropriate, checking that learning has been transferred into day-to-day working practice and that improvements are being sustained.
- Report evaluation findings, attendance data, and any concerns about training uptake or practice embedding to the Head of Training and Practice Development, contributing to the team's continuous improvement of the training programme.

#### **Training Materials and Resource Management**

- Use HC-One's approved training materials, session plans, and resources consistently and accurately, maintaining the integrity and quality of the Group's training programmes across all homes in the designated area.
- Keep training equipment — including moving and handling aids, first aid manikins, and other practical training resources — in good working order, reporting any defects or replacement needs to the Head of Training and Practice Development promptly.
- Suggest improvements to training materials, session plans, or resources based on practical delivery experience, sharing feedback with the Head of Training and Practice Development to support continuous improvement of the curriculum.
- Stay current with changes to mandatory training requirements, clinical best practice, regulatory guidance, and sector developments relevant to the training topics delivered, seeking support and update training from the Head of Training and Practice Development as needed.

#### **E-Learning and Blended Learning Support**

- Support staff within allocated homes to access and complete mandatory e-learning modules through the Group's learning management system, providing practical assistance to employees who are less confident with technology and ensuring e-learning completion is integrated with face-to-face training activity.
- Work with Home Managers to ensure e-learning is embedded within rotas and working patterns, so that online training is treated as a scheduled and priority activity rather than an ad hoc addition to the working day.
- Liaise with the Head of Training and Practice Development regarding any technical issues affecting e-learning access or completion within allocated homes, ensuring these are escalated and resolved promptly to prevent gaps in compliance.

#### **People Management, Coaching and Team Leadership**

- Line manage a team of Training Facilitators, providing day-to-day leadership, direction, and support to ensure consistent, high-quality training delivery across the designated area.
- Conduct regular one-to-ones, supervisions, and annual appraisals with Training Facilitators, agreeing objectives, reviewing performance, and identifying development needs.
- Coach and mentor Training Facilitators to develop their training delivery, facilitation, and coaching skills, including joint delivery, shadowing, and observed practice with structured feedback.
- Quality-assure the training delivered by Training Facilitators in the team, reviewing delegate feedback, evaluation data, and attendance records, and taking action to address any gaps in quality, consistency, or compliance.
- Support the induction, onboarding, and probation review of new Training Facilitators, ensuring they are equipped and confident to deliver HC-One's training programmes.
- Act as the first point of escalation for Training Facilitators on complex training queries, challenging sessions, or performance and conduct concerns, escalating to the Training & Practice Development Manager where required.
- Manage day-to-day people matters for the team — including absence, workload, and rota/travel planning — in line with HC-One policy, and in partnership with the People team where formal HR processes are needed.

#### Reporting & Team Contribution

- Provide regular updates to the Head of Training and Practice Development on training delivery activity, mandatory compliance status, and any emerging training needs or concerns across allocated homes.
- Contribute actively to Training team meetings, sharing delivery experiences, raising questions about training content or approach, and supporting a collaborative and reflective team culture.
- Coordinate cover across the Training Facilitator team during periods of absence or peak demand, and share materials, approaches, and good practice across the team to raise consistency and quality.
- Uphold and model HC-One's core values of Quality, Innovation, Compassion, Integrity, and Respect in all aspects of the role.

#### Safeguarding

Safeguarding is everyone's responsibility and therefore it is important that you are able to recognise the signs which may indicate possible abuse, harm or neglect in its different forms and know what to do if there are any concerns. All colleagues are required to attend safeguarding training appropriate to their role and to undertake additional training in associated areas. You also have the ability to seek appropriate advice and report concerns, including escalation if action is not taken.

#### Kindness the HC-One Way

To help us understand how we need to show up to provide the kindest possible care, we have identified 5 Qualities. These are the qualities we know we can coach, support, and develop in ourselves and each other so we can support those we care for to live their best life.

**We are CURIOUS:** We ask questions, look for clues, and seek to understand.

**We are COMPASSIONATE:** We try to walk in the shoes of others to understand how we can best support them.

**We are CREATIVE:** We use imagination to make things happen yet remain practical.

**We are COURAGEOUS:** We support people to live the life they want without shying away from managing the risks that go with that.

**We can be COUNTED ON:** We always look for ways to be there and support those in need.

#### Qualifications and Skills Required

|                                     | Essential                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Desirable                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|-------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Qualifications and Knowledge</b> | <ul style="list-style-type: none"> <li>• Good working knowledge of mandatory training topics relevant to adult social care, including moving and handling, safeguarding, fire safety, infection prevention and control, DoLS/MCA awareness, medication management, and basic life support.</li> <li>• Sound clinical and care knowledge across core care practice topics, with the ability to deliver practice development training on subjects such as dementia care, pressure</li> </ul> | <ul style="list-style-type: none"> <li>• A relevant teaching or training qualification — such as a Level 3 Award in Education and Training (formerly PTLLS) or equivalent — candidates who can demonstrate equivalent practical training delivery experience in a care setting will also be considered.</li> <li>• A relevant care qualification — such as an NVQ/QCF Level 3 in Health and Social Care or above — is desirable. A registered nurse (RN) with a current NMC PIN or allied health professional background would be</li> </ul> |

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|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                                                                                                                                                                    | <p>care, end of life care, nutrition and hydration, and falls prevention.</p> <ul style="list-style-type: none"> <li>• Good understanding of adult social care practice, mandatory training, induction, and competency assessment.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <p>an advantage for delivering clinical skills and practice development sessions.</p> <ul style="list-style-type: none"> <li>• Additional training in dementia care, safeguarding, end of life care, or quality improvement.</li> </ul> |
| <b>Skills</b>                                                                                                                                                                                                                      | <ul style="list-style-type: none"> <li>• Strong interpersonal and communication skills, with the ability to build positive relationships with Home Managers and care teams and to deliver training in a way that is engaging, accessible, and directly relevant to participants' day-to-day work.</li> <li>• Organised and self-motivated, with the ability to manage a field-based delivery schedule across multiple homes, maintain accurate training records, and work effectively without close day-to-day supervision.</li> <li>• Demonstrable people management and coaching skills, with the ability to lead, motivate, and develop a team of field-based colleagues working across multiple homes and locations.</li> </ul> |                                                                                                                                                                                                                                         |
| <b>Experience</b>                                                                                                                                                                                                                  | <ul style="list-style-type: none"> <li>• Demonstrable experience of delivering training or practice development sessions to adult learners in a care setting, with the ability to engage, motivate, and assess a diverse workforce effectively.</li> <li>• Experience of supervising, coaching, or line managing colleagues, or clear readiness to step into a first-line people management role, including conducting supervisions, appraisals, and performance conversations.</li> </ul>                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                         |
| <b>Personal Attributes</b>                                                                                                                                                                                                         | <ul style="list-style-type: none"> <li>• Confident, approachable, and able to engage positively with care teams in a range of home settings.</li> <li>• Patient, supportive, and clear when coaching others or giving constructive feedback.</li> <li>• Reliable, well organised, and able to work independently across multiple homes.</li> <li>• Committed to kindness, safe practice, continuous learning, and improving outcomes for residents.</li> <li>• A supportive, approachable leader who role-models good practice, gives constructive feedback confidently, and invests in the development of others.</li> </ul>                                                                                                       | <ul style="list-style-type: none"> <li>•</li> </ul>                                                                                                                                                                                     |
| <b>Financial Accountabilities</b>                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <b>Risk Accountabilities</b>                                                                                                                                                                                                            |
| N/A                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | N/A                                                                                                                                                                                                                                     |
|                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <b>Headcount Responsibility</b>                                                                                                                                                                                                         |
|                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <p>Direct: Training Facilitators (number varies by designated area)</p> <p>Indirect: N/A</p>                                                                                                                                            |
| <b>Special Features</b>                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                         |
| <p>This is a national role supporting training, induction, competency, and practice development across homes in England, Scotland, and Wales. The postholder will be required to travel regularly, work flexibly to respond to</p> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                         |



home and regional priorities, and personally deliver training where specialist knowledge, leadership presence, or targeted practice development support is required.

### **Confidentiality**

You may not disclose any information of a confidential nature relating to the employer or in respect of which the employer has an obligation of confidence to any third party other than where you are obliged to disclose such information in the proper course of your employment or as required by law.