##### JOB DESCRIPTION

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| 1. JOB IDENTIFICATION |
| Job Title: VIOLENCE & AGGRESSION (V&A) TRAINERResponsible to: V&A TEAM LEADDepartment(s): OCCUPATIONAL HEALTH & SAFETY Directorate: O&HRDOperating Division: NHS AYRSHIRE & ARRANJob Reference:No of Job Holders: 4Last Update: |
| 2. JOB PURPOSE |
| To provide a professional training service in all matters relating to Violence & Aggression, ensuring the design, development, delivery and evaluation of an efficient Violence & Aggression Training Programme including:Personal SafetyBreakaway TechniquesControl and Restraint Techniques To support the Violence & Aggression Adviser and V&A Team Lead in ensuring that both the provision and standard of training meet the developing requirements and good practice guidelines of both the Organisation and the Organisation’s training accreditation body (ies). |
| 3. DIMENSIONS |
| The post-holders will ensure the effective delivery of a Violence & Aggression training and advisory service to all staff disciplines throughout NHS Ayrshire & ArranReporting staff : NilOrganisation Headcount: ~11,000No. of Sites: 4 General Hospitals and >100 other community based healthcare settings, including Arran and Cumbrae |
| 4. ORGANISATIONAL POSITION |
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| 5. ROLE OF DEPARTMENT |
| The Director of O&HRD was appointed in March 2005 and is leading the development of the new corporate department to provide a high quality professional service for NHS Ayrshire and Arran. As part of this process, the Head of Occupational Health & Safety was appointed in March 2006.As part of the Directorate of O&HRD, the OH&S Department supports the Staff Governance Agenda and the employee journey from recruitment to retirement. The current workforce comprises approximately 10500 staff. The OH&S department’s accountability route to the NHS Board will be through the Director of O&HRD, the Health and Safety Committee and the Staff Governance Committee (standing committee of the Board). The OH&S strategy, policies, advice and programmes will help to underpin NHS Ayrshire and Arran’s strategic and operational objectives by supporting service improvements and delivery and the Development Agenda for the organisation, as well as helping the organisation to achieve HEAT performance indicators in relation to Local Delivery Plans. The broader context will encompass close links with the work of the Facilities Directorate, Risk Management arrangements, Health and Performance and Corporate Governance and the Diversity agenda. The Violence & Aggression Team’s role within this remit encompasses:* Provision of a workplace Violence & Aggression Advisory and Training Service to all members of the Chief Executives and Patient Services Management Teams, General Managers, Heads of Department and all other Staff and Volunteers.
* Management of corporate processes for collection and reporting of data relating to Violence & Aggression Training delivery and incident statistics.
* Support of the Human Resource Strategy in the implementation of Executive Directives and Initiatives including "Healthy Working Lives".This includes development, implementation and monitoring of the Violence & Aggression policy and arrangements.
* To assist the organisation in compliance with the legal requirements of legislation relating to the protection of staff and patients from workplace violence and aggression. To facilitate implementation of evidence based practice and national guidance on de-escalation, breakaway and control & restraint techniques.

Provision of the above services as appropriate to local small and medium sized enterprises (sme’s) in line with the Health & Safety Commission’s Revitalising Health and Safety and the Scottish Executive Healthy Working Lives Strategy. |
| 6. KEY RESULT AREAS |
| The effective delivery of Violence & Aggression Training courses ensuring that national guidelines are complied withSupport the V&A Team Lead and V&A Adviser in providing a confidential and professional service to managers and staff to advise on Violence & Aggression issues and risk managementLiaise with wards/departments within NHS Ayrshire & Arran to promote the Violence & Aggression training programmeAssist the V&A Adviser and V&A Team Lead in the review of NHS Ayrshire & Arrans Violence & Aggression Policies as they relate to the provision of trainingMaintain clear and accurate training records, contributing to the HR employee database as appropriateMaintain a safe training environment to ensure the health & safety of self and others in accordance with NHS Ayrshire & Arrans moral and legal requirementsMonitor, develop and coach the departmental Violence & Aggression trainers to ensure consistently high standards of training deliveryAssist the V&A Adviser and V&A Team Lead in the evaluation of training courses ensuring that any areas of concern are addressedEnsure that documentation is completed prior to commencement of any physical training, liaising with Occupational Health over health screening to ensure fitness of attendees to take part in courses Collaborate with other organisations, such as the community police and local councils in partnership to share best practice and support NHS Ayrshire & Arran’s training on Violence & Aggression matters* Work with the V&A Adviser to ensure the design and delivery of NHS Ayrshire & Arran’s Violence & Aggression training programme meets legal requirements and to continually develop the theoretical and practical components of the training provision
* Assist the wards and departments in identifying staff training needs and develop course activities and awareness sessions to ensure these training gaps are filled
* Assisting in criminal and civil court proceedings, fatal accident enquiries and public enquiries when required
* With the support of the V&A Adviser and V&A Team Lead, maintain, enhance and develop own training skills as appropriate to meet the demands of the role
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| 7a. EQUIPMENT AND MACHINERY |
| Personal computer – used for word processing, presentations Microsoft Office (Word, Access, Excel, Powerpoint)Desktop printerPhotocopier – used for reproduction of documentationLaptop computer – used for presentations/trainingMultimedia Projector – used in conjunction with laptop for presentations/trainingOverhead Projector – used for presentations/training * TV and Video
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| 7b. SYSTEMS |
| Updating of training database for legality and statistical reasonsKeep manual records at departmental level of course documentation ie Training record, pre course information forms, attendance records, health declaration forms and evaluation forms * Use of Microsoft Office, including Word, Excel and Powerpoint, Macromedia, MS Photoeditor, to present training courses
* Use of Winzip, Intranet, Internet & Explorer, Electronic Filing Systems
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| 8. ASSIGNMENT AND REVIEW OF WORK |
| * The Violence & Aggression Team Lead and Adviser will designate other work as and when required
* The post-holders’ personal performance and development will be reviewed formally by the V&A Adviser
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| 9. DECISIONS AND JUDGEMENTS |
| * Develop, deliver and assess Violence & Aggression training courses to ensure that organisational needs are met
* Use own judgement in adjusting course content to meet needs of individuals in terms of physical and theoretical content, as well as emotional support and health and safety
* Handle sensitive and/or confidential work and patient- related information with discretion
* Plan and deliver a range of concurrent training activities during course delivery, some complex in nature.
* Act as mentor to the C&R tutors, using own judgement to assess current training ability

and performance, and advise and highlight to the V&A Adviser and V&A Team Lead on their development needs.The job holder is required to act independently within appropriate guidelines however refers to the V&A Team Lead or V&A Adviser as appropriate |
| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB |
| * Ensuring and maintaining the delivery of a consistently high standard of training.

Supporting staff who have been involved in a Violent or Aggressive incident. This can be either a verbal or physical incidentTraining staff who have been involved in an incident (directly or indirectly) and who may feel they have been let down by the Organisation. Offering support and advice to these staff either individually or in a group settingPresenting a professional image at all times while dealing with difficult and stressful situationsThe ability to provide a training environment where students feel able to express their own views and opinions and actively encourage two-way communication* Advising, motivating and supporting line managers to ensure compliance with legal requirements
* Assisting in criminal and civil court proceedings, fatal accident enquiries and public enquiries when required
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| 11. COMMUNICATIONS AND RELATIONSHIPS |
| The post holder is involved with working and communicating with staff at all levels across NHS Ayrshire & Arran, but primarily including :INTERNALWard and Department ManagersAssist in training needs identification for ward and departmental staff, providing specialist advice as appropriateClaims or Complaints manager* Provide information when required

All Staff* Deliver practical training to all members of staff within the organisation on all aspects of workplace Violence & Aggression management
* Provide assistance and support to staff regarding Violence & Aggression risk assessment

The post holder requires to present complex, sensitive and contentious information to large groups of staff (approx 20) in a classroom setting. This involves the use of presentational aids for both theoretical and practical sessions. This type of communication gains and holds the attention of, and imparts knowledge to, groups of people who may be apprehensive and have mixed or conflicting interests*Other Staff** Provide, support to Violence & Aggression departmental trainers
* Consult and collaborate with immediate colleagues and other colleagues within the OH&S Department in the investigation of violent or aggressive incidents, risk assessments and reduction strategies
* Liaise with course administrators as necessary to ensure efficient course programming, management and delivery

EXTERNALThe post holder requires to maintain effective working relationships and be in communication with a range of external contacts which include :V&A trainers from other NHS Organisations and various other organisationsVarious Professional Institutes and Universities, including training accreditation bodiesEquipment ProvidersLocal Police and Emergency ServicesOther Health Boards – Benchmarking activities, peer reviews, sharing information, developing services |
| 12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB |
| PHYSICALDue to the type of training provided, it is necessary that the post holder is physically fit. A substantial proportion of the working day (50%-70%) can involve moderate and some extreme physical effort depending on the training being delivered ie Personal Awareness, Breakaway or Control & Restraint. * Delivery of training and requirement to carry presentation equipment and courseware to all training courses across various sites
* VDU work. Accuracy of data input and report generation. Design and prepare courseware for training courses

MENTALIntense concentration is required whilst delivering training to multi-disciplinary staff groups, due to interruptions and diversity of discussions throughoutPost holder has to continually motivate and encourage student participation. Has to remain vigilant and enthusiastic at all times to ensure achievement of course objectives within a safe environment* The ability to prioritise work around a busy training schedule
* Redesign of courses to meet changing needs

EMOTIONALOccasionally the post holder will have to deal with emotional/distressing circumstances either directly or indirectly, ensuring confidentiality is maintainedDuring training courses, students frequently “open up” and relive past experiences relating to Violence & Aggression either within their work areas or their personal livesThe post holder is required to communicate with staff who have either been involved personally, or have witnessed, violent or aggressive incidents within their working environments* Representation of NHS Ayrshire & Arran in criminal and civil court proceedings as required
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| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB |
| EssentialPrevious experience in delivering violence and aggression management training within NHS, Acute or Primary Care Setting, or other healthcare setting or similarAppropriate level of physical fitnessCurrent UK Driving LicenceAbility to communicate well with all disciplines of staffAbility to demonstrate sound organisation and development skillsAbility to work on own initiative with minimum supervisionUnderstanding of the main principle and aims of NHS Ayrshire & Arrans Violence & Aggression Management programme* Excellent written and oral presentation skills
* Working knowledge of Microsoft office software such as Word, Powerpoint, Excel

Instructor’s Certificate in Therapeutic Management of Aggression & Violence. Desirable* Previous experience in managing and responding to violent and/ or aggressive situations
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