

# **Violence & Aggression Prevention Trainer**

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# Contents

Welcome from Michael Dickson, Chief Executive..... 3

Job Advert..... 4

Job Description ..... 5

Person Specification ..... 13

Introduction to Orkney and NHS Orkney ..... 15

Recruitment Process..... 17

## Welcome from Michael Dickson, Chief Executive

Thank you for your interest in this position.

Considering a move to somewhere like Orkney can feel like a daunting decision, what will it be like? Where will I live? What about Schools and childcare? Why should I come to Orkney?

We have tried to answer some of these questions and give you some information about living and working in Orkney and further details about NHS Orkney. I hope that you find this pack useful and it helps you come to the conclusion that you should apply to work with us.



NHS Orkney is committed to the delivery of high-quality, safe, and effective care for all that need us. We are proud to employ about 700 staff across our community, primary and secondary care services.

NHS Orkney has seen significant changes in how we deliver services to our community with a real focus on providing care in Orkney and ideally in their own home. The pace of change will continue to accelerate driven by the committed staff who are keen to adopt new and innovative ways of working without losing what is special to working in Orkney, our community. I am committed to working in an open, honest and transparent way that supports staff to innovate, be bold and be brave knowing that not everything we do turns out as we intended, and it is important that we learn from these events so we can continue to improve what we do. NHS Orkney has a clear set of core values and these drive all we do:

- Care and Compassion
- Dignity and Respect
- Quality and Teamwork
- Openness, Honesty and Responsibility

The final thing I would like to say to any prospective applicant is that Orkney occupies an enviable location at the north of Scotland with breath taking beaches, hills, mountains and rolling countryside right on our doorstep. Orkney has consistently come out top in national lifestyle and happiness surveys, with an open and vibrant community it is the perfect location to provide a safe and welcoming home. This, along with Orkney's direct flight connections to other major cities in Scotland, means the area can offer employees plenty of opportunities for those in pursuit of finding the right work-life balance.

Michael Dickson  
Chief Executive  
NHS Orkney



## Job Advert



**Violence & Aggression Prevention Trainer**  
**The Balfour - Health & Safety Department**  
**Band 5 £27,418 - £34,229 including Distant Islands Allowance per annum**  
**Full time 37.5 hours per week**  
**Permanent**  
**Relocation assistance may be available\***

NHS Orkney are currently transforming their Health & Safety Department to meet the needs of the organisation. This is an exciting time for dedicated individuals to join and be part of a dynamic, committed team, dedicated to service redesign and delivery of high-quality Health & Safety Provision.

The Violence & Aggression Trainer will be responsible for designing, delivering and evaluating training across the organisation. The post holder will undertake a needs analysis and put in place systems for ensuring learner competency.

The post holder should have recognised qualifications in the field and have experience in training or education. The post holder will work closely with the Violence & Aggression Advisor and colleagues in Health & Safety to ensure that staff are adequately trained and supported.

Health & Safety is a key priority for NHS Orkney and as such the newly appointed team will be well supported by colleagues across the organisation.

NHS Orkney is working hard to be the best remote and rural care provider in the UK; we want to recruit talent with a shared vision, a passion for quality and teamwork and a commitment to providing a safe and open place for all staff, who are ultimately able to deliver excellent patient care.

**For further information on this post, please contact Sharon Smith on 01856 888990 or email [sharon.smith5@nhs.scot](mailto:sharon.smith5@nhs.scot)**

This post is subject to a Disclosure Scotland record check.

\*An excellent relocation package of up to £8,000 is available depending on eligibility.

Consideration may be given for those seeking flexible working arrangements.

# Job Description

## 1. JOB DETAILS

|                     |  |
|---------------------|--|
| <b>JOB TITLE</b>    | Violence & Aggression Prevention Trainer |
| <b>SERVICE</b>      | NHS Orkney                               |
| <b>DEPARTMENT</b>   | Health and Safety                        |
| <b>GRADE</b>        | Band 5                                   |
| <b>LOCATION</b>     | The Balfour                              |
| <b>REPORTING TO</b> | Violence and Aggression Advisor          |

## 2. JOB PURPOSE

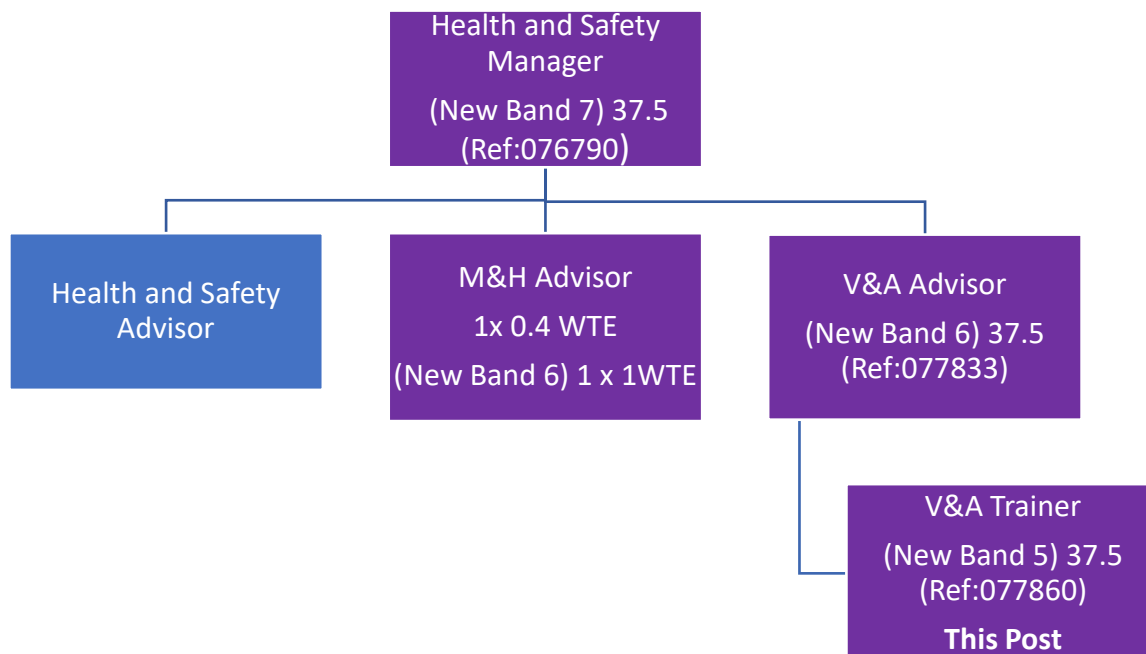
To deliver Violence & Aggression Prevention Training and give advice and support to staff across NHS Orkney in order to assist NHS Orkney staff to deliver safe and cost-effective healthcare services.

## 3. DIMENSIONS

NHS Orkney has an annual budget of £45 million and employs 650 staff.

Provide training in variety of locations including training rooms, on site in clinical and non-clinical work areas, ranging from highly specialised clinical areas - for example Mental Health and Accident and Emergency, to non-clinical sites such as Facilities (laundry, stores)

#### 4. ORGANISATIONAL POSITION



#### 5. ROLE OF DEPARTMENT

The Health & Safety Department exists to provide appropriate, professional and competent Health, Safety and Welfare advice, guidance and support to the NHS Orkney Board, its managers, employees and staff representatives of staff trade Unions and Associations.

Its accountability route to the NHS Orkney Board will be through the Chief Executive, the Health, Safety and Wellbeing Committee (Standing Committee of the Board), Orkney Partnership Forum and the Staff Governance Committee. The H&S strategy, policies, advice and programs will help to underpin NHS Orkney's strategic and operational objectives by supporting service improvements, as well as helping the organisation to achieve HEAT performance indicators in relation to Operational / Local Delivery Plans. The broader context will encompass close links with the work of the Estates Department, Clinical Governance and Risk Management arrangements, Health and Performance and Corporate Governance and the Diversity agenda.

The team is responsible for:

- Provision of an advisory service which supports organisational compliance with statutory legislation and its corporate drive to achieve best practice in all areas of service delivery.
- Provision of a professional corporate advisory and training service on Health & Safety issues to all members of staff of NHS Orkney.
- Provision of Violence and Aggression and Moving and Handling Services.
- Developing, gaining approval for and monitoring the implementation of Health & Safety policies, procedures, plans and guidance.

- Developing, maintaining and enhancing a pro-active and positive Health & Safety culture which, effectively contributes to NHS Orkney's Healthcare Governance roles, responsibilities and plans.
- Collectively and individually assisting individual Operational Units, Estates and Corporate Services to plan and deliver their business and operational plans through effective professional contributions and joint working.
- Providing high quality training that aligns with roles, teams and across the wider organisation.

## **6. MAIN TASKS, DUTIES AND RESPONSIBILITIES**

Deliver training courses throughout NHS Orkney to all levels of staff

Practice within the legal, professional and ethical framework as established by national legislation, professional regulatory bodies and local policies and procedures

Supported and mentored by V&A Prevention Advisor, to enable provision of both generic and tailored training sessions to the wide variety of job families that make up NHS Orkney across Orkney.

Contribute to the development of course content along with the Senior Tutors and structure to ensure the highest standard and most up to date training is being delivered.

Ensure training schedules are planned and managed in a timely fashion, including all travel arrangements, accommodation, training venues and equipment are booked in sufficient time prior to training session

Act as a role model for the prevention of aggression adopting and implementing best practice.

Act as a role model and provide support and mentoring to Link Workers, ensuring that any changes in the training provision and/or course content are disseminated to all trainers

Facilitate staff learning on efficient principles and practice

Adopt a reflective practice approach and be able to identify professional and personal developmental needs

Assist the Manager and Advisors with monitoring, reviewing and auditing policy and practice implementation related to Violence and Aggression Prevention

Ensure safe and effective use of training rooms and the provision of supplies/equipment for training courses and highlight any deficiencies

Ensure records are maintained in line with current legislation and local policies

It is the responsibility of trainers to ensure that any concerns identified during training sessions are documented using the appropriate paperwork.

It is the role of the trainers to support and guide staff during training courses, ensuring that both staff and trainers maintain their health and safety at all times.

It is the responsibility of trainers to carry out trainer debriefs after training courses

It is the responsibility of trainers to complete an adverse event form through Datix in the event of any adverse event or near miss



It is the responsibility of trainers to report any injury, complete the appropriate paperwork and inform the Senior Tutors.

It is the responsibility of trainers to report any injury or near miss to the Senior Tutors so they can document this.

It is the responsibility of trainers to attend Mandatory Tutor updates as required along with interim practice sessions and be able to demonstrate continuing professional development.

## **7. EQUIPMENT AND MACHINERY**

Office and administration equipment – PC, laptop, computer, printer, laminator, photocopier, shredder, telephone, and video conferencing equipment

Education and Training equipment – overhead projector, flip chart, crash mats

Use of equipment in clinical settings - chairs, trolleys, zimmers, beds

## **8. SYSTEMS**

Be aware of Data protection Act, Caldecott guidelines and local policies regarding confidentiality

Understanding of Incident reporting system, Datix within the organisation

TURAS Learn system , Learn pro e-learning system

Intranet / Internet - NHS mail

Reporting of Injuries at Training

## **9. ASSIGNMENT AND REVIEW OF WORK**

### **Assignment**

Work is generated from within NHS Orkney Objectives, the Health and Safety team objectives and the action plan for the development of Violence and Aggression Prevention. Work will be allocated and supervised by advisor / manager

### **Review**

The post holder's work will be reviewed by:

- Annual competency assessments carried out by Senior Tutor
- Ongoing monitoring, observation, assessment, and review of trainer competence in physical techniques and up to date knowledge of current theory
- Monitoring of training plans
- Long- and short-term objectives agreed and reviewed as part of the PDP process.
- Inspections and audits by External/NHS statutory authorities and internal audit outcomes.



## **10. DECISIONS AND JUDGEMENTS**

### **Decisions**

- Contributing to the most appropriate approach to training and support.
- During training courses, determining most appropriate training interventions to ensure objectives are best achieved for particular groups of attendees.

### **Judgements**

- Adapt the content, methods and materials to use for training courses to meet needs of the group.
- Risk assessing training venues to ensure maximum safety for all.

## **11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB**

- The diverse nature of the issues around Violence & Aggression Prevention require the post-holder to demonstrate a broad and varied knowledge of the subject.
- Requirement to deliver training to staff from all areas e.g. clinical, administrative, security, domestic, catering, IT on the same course. Need to modify teaching style / methods and level to meet training needs of all members of the group.
- Delivering training courses with a variety of trainers with differing teaching styles and abilities and supporting newer members of the Training Team.
- As part of training sessions, influencing and encouraging staff to change practices which have been identified as possible contributory factors in aggressive incidents.
- Facilitating problem solving through discussion and appropriate application of solutions.
- The continual need to generate and maintain enthusiasm and commitment during training sessions and overcome apathy from participants.
- Close supervision of large number of attendees to reduce risk of injuries and ensure safety.
- Need to be aware of emotional safety of some participants for whom the subject matter may be upsetting and sometimes disturbing.
- To deploy the most effective interpersonal communication skills to ensure understanding and acceptance of information and advice provided.
- Stay overnight, possibly several nights at a time, throughout Orkney and occasionally out-with the Orkney.
- Providing onsite support. Travelling to and from training, both early in the morning and later in the evening
- Encouraging staff at all levels to participate during on site sessions.
- Working positively with all Team members and maintaining supportive team dynamics

## **12. COMMUNICATIONS AND RELATIONSHIPS**

### **Within own directorate**

The Health & Safety Manager and V&A Adviser on specific issues.

Moving and Handling Trainers re delivery of training programmes.

Management of Moving & Handling Advisor and Trainers regarding training venue issues.

### **Within NHS Orkney**

All staff during training and when giving specific violence and aggression advice regarding implementation of Violence & Aggression policy, protocols, procedures and initiatives and during on site assessment, support and coaching.

### **External**

Training organisation (CPI)

Relevant Professional advisory bodies and academic institutions to provide or seek information, guidance and maintenance of qualifications.

## **13. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB**

### **Physical**

- Training delivery often requires the post-holder to be physically active for four to eight hours at a time. This includes loading of equipment / driving to venue / unloading and setting up venue.
- Driving long distances to venues for training / onsite support with Advisors.
- Demonstrate and supervise warmups and stretching techniques before physical; teaching sessions.
- Demonstrate each physical intervention, without force, with a partner, to staff of all grades and professions with varying degrees of skill, attitude and physical ability. These will be repeated several times.
- Supervision of trainees practicing, to ensure compliance with the technique taught.
- Participate in practice sessions with trainees as often as required. During these practice sessions the risk to the tutor is increased due to the lack of skill and/or control by the trainee, therefore an ability to maintain personal and trainee safety is essential to minimise the risk of injury.
- Demonstrate, inform and participate in the training for staff working in high risk areas. This involves the demonstration and practice of restraint techniques.
- Participate in role play and scenarios where appropriate and relevant
- Putting out of chairs and equipment, placing and lifting of safety mats on a daily basis
- You may be expected to support other island Health boards, which will involve traveling and working in a different location for up to a week at a time.

- This post may demand some travel off island to attend events and training as required.

#### **Mental**

- Motivating trainees who regard the subject of Violence and Aggression as irrelevant or an unnecessary demand on their already stretched workload.
- Supporting / motivating staff to participate in training so as to maximise learning.
- Persuading and influencing staff to take responsibility for any aggression issues in their own areas.
- Scenarios which are essential for trainees learning, can be emotionally very demanding.
- Highlighting and advising on problems without offending attendees.
- Managing Team Dynamics positively
- Being aware of any staff who may be emotionally or physically struggling with the content of the training course

#### **Environmental**

- Exposure to adverse weather conditions when driving to venues in outlying / remote areas.
- Training sessions held in venues with inadequate facilities.

### **14. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**

#### **Education:**

- Educated to first degree level or equivalent or be able to demonstrate an enhanced academic ability through a collection of qualifications.
- It would be desirable to hold a teaching and learning qualification, however this can be provided once appointed.

#### **Professional Qualifications:**

- Previous foundation training with accredited body, such as CPI

#### **Experience:**

- At least 3 years work experience within a health and social care setting and experience as a Violence & Aggression trainer.

|                                  |       |
|----------------------------------|-------|
| <b>Job Description Agreement</b> |       |
| Job Holder's Signature           | Date: |
| Head of Department Signature     | Date: |

### Person Specification

**Job Title:** Violence & Aggression Prevention Trainer  
**Department:** Health & Safety  
**Location:** The Balfour

| FACTOR   | ESSENTIAL  | DESIRABLE  |
|--|--|--|
| <b>EXPERIENCE</b>  | At least 3 years work experience within a health and social care setting<br><br>Experience of and ability to work across multidisciplinary staff groups  | Experience as a Violence & Aggression trainer.   |
| <b>QUALIFICATIONS<br/>TRAINING<br/>RESEARCH<br/>PUBLICATIONS</b> | Educated to first degree level or equivalent or be able to demonstrate an enhanced academic ability through a collection of qualifications.  | Teaching and learning qualification<br><br>Previous foundation training with accredited body such as CPI |
| <b>KNOWLEDGE<br/>AND SKILLS</b>                                  | Working knowledge of IT including word processing, databases and presentation software.<br><br>Demonstrate excellent interpersonal communications skills and commitment to promotion of safer practice in Violence and Aggression Prevention<br><br>Able to negotiate with other parties to achieve workable solutions<br><br>Have the ability to adapt training to meet and accommodate different learning needs.<br><br>Ability to manage conflicting priorities<br><br>Ability to use own initiative<br><br>Maintain strict confidentiality<br><br>Awareness of Health and Safety and management of risk<br><br>Understanding of regional and national policies, procedure, and legislation |  |

|                    |  |  |
|--------------------|--|--|
|                    | <p>particularly those relating to Health and Safety, Violence and Aggression</p> <p>Ability to adapt to change within the working environment</p> <p>Have the ability to be pragmatic and handle difficult issues constructively and positively.</p> |  |
| <b>DISPOSITION</b> | <p>Ability to cope with working away from a set base and overnight stays away from home</p> <p>Able to work flexibly and at times out with core hours</p>  |  |

## Introduction to Orkney and NHS Orkney



Lying off the northern coast of Scotland, between John O’Groats and the Shetland Isles, Orkney is an archipelago of over 70 beautiful islands; 17 of which are inhabited. The total population is approximately 22,000, with most people living on the Orkney Mainland. Kirkwall, the capital with its spectacular red sandstone 12th-century cathedral and a population of 7,500, is the administrative centre of Orkney with a good mixture of shops, supermarkets, and businesses.

Orkney is a wonderful place to live and offers excellent schools and leisure facilities, low pollution, low crime, unique wildlife, and amazing scenery. Although remote, there are excellent transport connections with numerous flights to Aberdeen, Glasgow, Edinburgh, and Inverness every day. There are ferry services to Aberdeen, Scrabster, and Gills Bay, and of course to the smaller isles in Orkney.

Orkney’s economy is based on agriculture, generating some £30 million per year. Farmers breed and rear beef cattle, dairy cows, and sheep of the highest standard. Orkney has international recognition for its food, with cheese, beef, lamb, and fish produce becoming well known; not to mention whiskey, beer, and gin. Tourism, oil, and the renewable energy sectors are increasingly important. Orkney is at the forefront of the renewable wave and tidal energy drive in the UK.

Kirkwall is a great place for children and a wonderful environment for a family. There is a very strong community spirit with a wide range of cultural and sporting activities for adults and children. Schools in Orkney are very good, with no private fees. Imagine all of this within walking distance of your home and workplace. For residents and visitors there is so much to see and do: playing a round of golf, fishing, kayaking, walking, cycling, diving, wind surfing and horse riding are but a few. The Pickaquoy Centre provides a modern well-equipped sports facility, swimming pool and entertainment centre. There are many cultural activities, with annual music, jazz and science festivals attended by internationally renowned artists and scientists. There is an extremely wide variety of activities for children





and young people. Homes are very affordable and with little traffic, travelling around the islands is easy.

According to the 2020 Bank of Scotland quality of life survey, for eight years in a row Orkney was crowned the best place to live in Scotland. The island took the top prize due to high employment levels, low crime rates, smaller primary class sizes along with good health and happiness scores. With its strong sense of community, picturesque landscape and rich archaeological treasures, the archipelago frequently wins the hearts of visitors.

Not only is Orkney one of the most affordable places to live in the UK, it also has one the highest employment rates, with 88 per cent of residents between 16 and 64 currently in work. The low crime rate means that many people do not even lock their front doors to allow the postie to place the post and packages inside the door. As for overall wellbeing, more than nine in 10 Orkney residents report good or fairly good health.

To find out more about living and working in Orkney go to [www.orkney.com](http://www.orkney.com) or [www.orkneycommunities.co.uk](http://www.orkneycommunities.co.uk) and learn more about NHS Orkney at [www.ohb.scot.nhs.uk](http://www.ohb.scot.nhs.uk).



## Recruitment Process

The NHS Scotland Everyone Matters 2020 Workforce Vision outlines the commitment the Scottish Government has in putting people at the centre of everything the NHS in Scotland does. Working to a common set of values, the vision will continue to modernise the way we work, embracing technology and digital transformation.

All vacancies will be advertised on NHS Scotland's recruitment website:

<https://apply.jobs.scot.nhs.uk/>

Internal vacancies will be advertised on NHS Scotland's internal recruitment website:

<https://apply.jobs.scot.nhs.uk/internal/>

CVs are not accepted as a form of application; NHS Scotland's electronic application form must be used on the above links.

All adverts will close at midnight on the advertised closing date.

Our selection process will consist of the following assessments:

- **Application short listing** – application forms are reviewed and those meeting the role requirements will be invited to a competency-based interview
- **Interview/Assessment** – competency-based interviews have a focus on NHS Orkney's core values and the candidate's technical expertise. The interview may also include a role specific test or a presentation topic.

Any job offer will be subject to meeting the conditions of NHS Orkney's safer pre- and post-employment checks policy:

- **Employment references** - references should include current and previous employers covering the last 3 years of your employment history
- **Evidence of qualifications** – candidates will be required to provide evidence of their qualifications, including proof of professional registration if required
- **Medical assessment** – the Occupational Health service will make an assessment on your fitness to carry out the information provided in a questionnaire. In certain circumstances further information is required and Occupational Health may contact you by telephone or request that you attend for an appointment
- **Criminal conviction check** – all applicants who apply for posts which are exempt from the Rehabilitation of Offenders Act 1974 and who will have access to patients during their employment will be required to consent to a Disclosure Scotland Criminal Records Check or join the Protection of Vulnerable Groups Scheme.
- **Immigration, Asylum and Nationality Act 2007 – Prevention of illegal working** – candidates must be eligible to work in the UK, evidence of this must be provided.

For any queries relating to this vacancy, or our Recruitment Process, please email

[ork.recruitment@nhs.scot](mailto:ork.recruitment@nhs.scot)

## Equality and Diversity

NHS Orkney is committed to Equality & Diversity <https://www.ohb.scot.nhs.uk/about-us/equality-and-diversity>