

Job title	Healthcare Systems Trainer
Reports to	Chief Nursing officer
Primary location	London

Healthcare Systems Trainer (London)

About Health Navigator

Health Navigator is a next generation healthcare company, combining advanced data analytics, AI prediction and patient facing services. We identify those patients who have the highest risk of multiple hospital attendances and/or admissions, focusing on the 1% of the population that account for 35% - 40% of total NHS spend. One of our key services is **Proactive Health Coaching (PHC)** – an AI-powered target patient prediction and nurse-led intervention, that empowers patients to manage their health through evidence-based support and coaching, helping them to find the best pathways to manage their conditions, whilst alleviating pressure on A&E and in-patient hospital services.

What's the purpose of this role?

Based in London, this is a newly created position which will be responsible for the training of our Health Coaches utilising our bespoke Health Navigator system and methodology, with additional responsibilities for training in other areas as necessary, including IT Systems (e.g. Microsoft Office).

Your key responsibilities

Some of the main responsibilities of the Healthcare Systems Trainer include but are not limited to:

- Analyse training needs in order to develop new training programs or modify and improve any existing programs
- Create training content and design appropriate interventions to deliver training
- Conduct training sessions covering specific areas such as induction, on-the-job training, refresher training, etc.
- Deliver other training initiatives as identified by the requirements of the business
- Select and develop teaching aids such as training handbooks, demonstration models, multimedia visual aids, computer tutorials and reference works
- Assist employees with problems concerning "how to" perform specific tasks related to their positions
- Carry out assessments and on the job observations to ensure ongoing consistency in respect to all processes and procedures
- Regularly assess capability of staff to determine training needs and to ensure consistency across the organisation
- Monitor and evaluate the outcomes from training in order to ensure that relevant feedback influences programme and course design and leads to gains in performance, a return on investment and the continual improvement of our training approach
- Create and maintain the process for annual assessment of capability in respect of their areas of responsibility
- Maintain a high level of understanding of all current trends and developments in areas of responsibility in order to develop and change processes to meet future organisational requirements
- Ensure that all employees have appropriate levels of training to perform their role effectively
- Contribute to the development and delivery of Health Navigator's training strategy
- Interact with the Data Science team to identify and implement systems or process improvements
- Liaise with both internal and external SME's to ensure existing content is kept up to date with current legislation, standards and company policy

Your Skills, Knowledge and Experience

Experience and Knowledge

- Experience in designing and delivering training ideally within the Healthcare or Social Care sector
- Teaching or Assessing Qualification or appropriate experience
- Training Experience including training needs analysis, content design, delivery and evaluation
- Experience of delivering technical (systems/IT) training solutions
- Experience in a healthcare environment (desired but not essential)
- Commercial Experience
- Good understanding of the value of technology in quality improvement, operations and customer experience
- High personal impact and the ability to influence others
- Ability to quickly grasp complex technical concepts and make them easily understandable in form of presentation or other documents

Skills and Abilities

- Excellent verbal and written communication skills
- Ability and experience of training and developing staff
- Ability to inspire and motivate others
- Ability to work with staff from all services and at all levels
- Works independently and exercises a degree of judgment and adaptability in own decisions and actions
- Proposes solutions to problems which may sometimes be complex; provides supporting information and analysis
- Identifies improvements (to processes or the business) and refers to other colleagues for next actions
- Builds, develops and maintains relationships within the team.
- Innovative thinker
- Flexible and ability to work in a fast-paced environment
- Professional, credible and responsive
- Performs work with highest levels of confidentiality and integrity
- Ability to manage, prioritise and organise own work load and use initiative

Salary: competitive salary

Are you up for the challenge?

We are looking forward to hearing from you!

Note: due to the high volume of applications, we will only respond to candidates who have been shortlisted.