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# VCare Lead Trainer

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1. Job Title: VCare Lead Trainer
2. Reports to: Head of Projects
3. Department: Projects
4. Date revised: February 2022

## 5. Job Purpose

Provide national oversight and coordination of VCare training for all business users  
Develop and mentor VCare champions and trainers  
Maintain VCare training and user resources and contribute to updates of relevant work instructions  
The role reports to Head of Projects for the duration of the project

## 6. Responsibilities

### Knowledge of the system

- Have a deep and broad knowledge of the VCare system, functionality, and related business processes
- Be an advocate for continuous improvement to the VCare system as it relates to business and clinical practice
- Work closely with Business Solutions Specialist to understand VCare changes and/or improvements and the impact on training and training resources

### Training and user resources

- Own and maintain VCare training material to reflect VCare enhancements and user feedback; and contribute to updates of related work instructions as required
- Develop and maintain the VCare Workplace resource hub including video suite
- In conjunction with the Application Support team keep the VCare user base informed of enhancements and updates to user resources.

### Coordinate training

Provide national oversight of the VCare lead trainers and champions

- Coordinate and ensure relevant VCare training for new starters is provided by a champion or business/clinical lead trainer
- Develop and mentor new VCare champions and training leads to meet business requirements
- Partner with the L&D lead to incorporate VCare champions and training leads in Train the Trainer (principles of adult learning) learning events
- Facilitate forums for champions and trainers to keep them informed about upcoming enhancements, and to stay close to the user experience
- Provide additional training to champions and training leads as required.

Provide oversight of the training for the VCare clinical roll out

- Partner with the VCare project team to develop and execute a training plan for the roll out of VCare clinical
- Coordinate and provide mentorship to the team of trainers delivering training
- Be cognisant of literacy and digital literacy challenges and deliver/support the delivery of training that meets the needs of a diverse adult learner group
- Provide regular updates on training progress
- Escalate training issues or concerns to the VCare project team
- Evaluate training for the purposes of continuous improvement

## **7. Qualifications, Training and Experience**

Experience and knowledge of:

- Adult education, including design, delivery, and evaluation of training to diverse adult learner groups
- Development of effective instructional materials to meet the needs of different learning styles
- Implementation of new information systems to business users (preferred)
- Business goals and standards for customer service.

## **8. Key relationships**

- Projects team
- Technology and Application support team
- Operations team
- Finance team
- Clinical Services Improvement team

## **9. Risk management and compliance obligations**

- Responsible for understanding the risks, accountabilities, rules and processes associated with my role.
- Report issues, incidents and complaints in a timely manner.
- Understand the laws, regulations, policies and procedures that apply and ensure controls enabling compliance are built into documented processes and procedures
- Work in accordance with Bupa Health and Safety policy, always applying safe working practices and procedures and comply with all instructions given about ensuring health and safety at work.
- Apply information security skills and / or experience to effectively and securely perform the required obligations of the organisation

## **10. Role modelling Bupa's values**

A primary responsibility of this role is to consistently behave according to Bupa's values, and to be an exemplary role model of Bupa's values every day.

## **11. Delivering fair outcomes for consumers and understanding your regulatory obligations**

- Put fair treatment of customers at the heart of what you say and do. Be courageous and speak up if you believe our products or services do not deliver what we have led our customers to expect.
- Be accountable and take ownership for ensuring you are familiar with all regulatory requirements that fall within the remit of your role and comply with them at all times. Seek guidance if you need support understanding your regulatory requirements. Notify, without delay, any potential or actual breach of regulation.