



Case study

Name: Sarah Strowger

Job title: Technology Enhanced Learning (TEL) Facilitator

What did your early career look like?

I didn't enjoy school, so I left at 16 to go to catering college for a year. I worked in various hotels in Leicester, London, Rugby and Gatwick Airport before moving back to Leicester. I applied for several admin jobs but as I had experience managing teams, I was appointed to the post of typing services supervisor in children's health services in the NHS. I managed a team of staff who typed up (on manual typewriters) patient notes, medical reports and referral letters. I intended to just stay until I found another job but 31 years later, I am still working for the NHS and still enjoying it.

How did you become a TEL facilitator?

I moved to the learning and development department as an office manager and then became the learning and development administration manager. As computers started to become more widely used in the NHS, I realised I was good with technology and my role in training and development gradually became more focused in this area. I now manage the TEL team which is a small team responsible for producing learning materials for staff using technology – videos, online guides, eLearning modules, animations, surveys, websites and video conferencing.

What is a typical day as a TEL facilitator?

My team all work on their own piece of development at any one time as their main job and then other tasks are added in. I am currently developing an eLearning module for staff on electrocardiograms (ECG). The lead for this topic sent the content to me and I designed the module and developed the learning. I also review development that my team have produced; hold team meetings; assist other learning and development staff with any TEL queries, set up surveys, create animations and online documents and update and develop the system that manages all our staff learning.

Do you have any words of encouragement for anyone thinking about a career in health and social care?

The NHS is not just for people who want to be a nurse or doctor. Even if you don't want to work with patients, there are plenty of jobs for you. I don't work with patients or in a clinical area, but I still feel very much part of an organisation whose focus is caring for and helping people. The work I do helps support our clinical staff to gain the right skills to provide better patient care. I work for Leicestershire Partnership NHS Trust which covers mental health and community services, very diverse and broad areas so the work I do is varied and interesting. My team has the latest design and system technology, and we are encouraged to develop our skills in any areas we need. Most non-clinical jobs don't require higher qualifications or degrees, you can even start as an apprentice and develop skills to take you further in any career.

To find out more - www.your-future.co.uk