



## **Integration Project Support (Maternity Contract)**

HOURS OF WORK: MONDAY TO FRIDAY – 37.5hours per week (minus 30 min break unpaid)

TIME: 09:00 – 17:00

CONTRACT: Maternity Contract 5 months

LOCATION: Working from HCPA Office Welwyn Garden City

RESPONSIBILITY TO: Integration Manager

SALARY : £19,000 per annum (37.5 hours per week) Band E1 £14,995 - £19,000

### **SCOPE OF JOB**

Hertfordshire Care Providers Association (HCPA) is a small company set up to support care providers within Hertfordshire. Support is given to our members via funded training, information and advice.

We run a number of projects around integration between Health and Social care services, the biggest project being the Complex Care and the Falls Campaign. The Complex Care and Falls Campaign are part of our overall integration projects that help educate care practitioners around health related tasks and reduce falls within providers and the community. There are a number of projects under integration and therefore a number of courses/events running each year which we need our providers to sign up to.

This job requires a very organised person who is able to utilise our tracking processes to ensure all delegates stay on track while on the programme – this will include making sure all courses run smoothly, liaison with trainers (both internal and external), close contact with delegates, tracking of courses - coursework and evaluation. As well as organising support visits, sorting newsletters, preparing course materials and much more. This is a key business support position within the company.

To work in a busy office in Welwyn Garden City. Facilitate the smooth running of Complex Care, Falls Campaign and other integration projects Framework and be the first point of contact for all integration projects incoming and outgoing calls referring on to the Integration Lead where necessary. Carry out all administration surrounding all Complex Care, Falls Campaign and other integration projects including training, tracking, updating materials, meetings, evaluation.

### **MAIN DUTIES AND RESPONSIBILITIES**

1. Tracking/monitoring Complex Care, Falls Campaign and other integration projects and updating actions
2. Keeping track of all risks and issues of projects with the project lead
3. Creating agendas for meeting and taking minutes
4. Creating all course and event materials for Complex Care, Falls Campaign and other integration projects, including resource packs and registers.
5. Taking enquires regarding all the projects within Integration
6. Reporting to the integration manager to ensure the Complex Care, Falls Campaign and other integration projects tracking is up to date at all times and sending out updates to each company regularly.

7. Assisting with Complex Care, Falls Campaign and other integration projects events
8. Keeping all documents and paperwork relating to project up to date and standardised.
9. Carrying out telemarketing for the Complex Care, Falls Campaign and other integration projects
10. Signing up new companies onto projects
11. Organising certificates and badges for completed training and events
12. Evaluation- collecting feedback on providers and trainers, including telephone surveys, case studies and creating evaluation paperwork to feed to Marketing coordinator
13. Sending reminders to all care providers, delegates and trainers or training, meetings and evaluation
14. Setting up evaluation visits and support meetings for all Complex Care, Falls Campaign and other integration projects homes
15. Act as meeting secretary for projects and portfolio boards, ensuring appropriate meetings are arranged, papers issued and minutes taken
16. Carrying out general admin work for Complex Care, Falls Campaign and other integration projects
17. This post (as part of the Business Support Team) will also provide reception cover on occasion
18. Any general tasks as requested which contribute to the smooth running of HCPA

### **Essential technical knowledge and skills**

- A high degree of computer literacy along with a strong working knowledge of the Microsoft Excel, Power Point
- Strong interpersonal and verbal communication skills (with people at all levels of the organisation)
- Excellent standards of written documentation
- Self-motivated, with excellent ability to work on own initiative
- Excellent team-working skills with willingness and ability to engage with others at all levels of the organisation
- Excellent organisational and administrative skills
- Ability to analyse information and present it in a clear, concise way
- Enthusiastic, committed, proactive and resourceful
- Must be able to successfully multi task displaying excellent time management and organisational skills
- Ability to work under pressure without compromising the quality of work
- To work independently.
- Experience in carrying out telemarketing desirable

### **Health & Safety**

You will be required to adhere to Health and Safety requirements and instructions and bring to notice any apparent shortcomings or potential hazards.

### **Supervision**

Quarterly supervision with Integration Manager and annual appraisal.

The duties and responsibilities outlined above do not represent a full list of the tasks the postholder will be expected to perform. Also it is recognised that the duties of all posts are subject to change



from time to time. Alterations to duties and responsibilities and performance of similar tasks within the scope of and at the same level will be expected. The postholder will be consulted before major changes to duties and responsibilities by management.

### **Personal Qualities**

A really good communicator (face to face and on the telephone) who enjoys working with people and can work as part of a team. Committed to the company ethos of helping our members raise their quality standards. Well-presented and tidy. Keen eye for detail and use of professional language in all communications. Ability to be punctual.

### **Education /Qualifications**

Educated to at least Grade B GCSE English

**PROBATION:** this job will be subject to a 3 month probation period