



## Project Lead

### ***Focus on Impartial Feedback Service and Skills Audit Project***

#### **Two part time roles available**

22.5 hours & 30 hours per week

Contract competitive salary of £27,500 pro rata **OR** £14.10 per hour

Monday to Friday between 9am and 5pm, specific hours to be discussed

12-month renewable contract (due to our funding means)

Working from HCPA Office Welwyn Garden City

This is an exciting position for someone to extend their **knowledge of the care sector and project leadership** skills.

The Impartial Feedback Service (IFS) is a support service offered by Hertfordshire Care Providers Association (HCPA). The service works by capturing, analysing and acting on impartial feedback which is gained through questionnaires linked to the Care Quality Commission (CQC) Key Lines of Enquiry and is hugely beneficial to care businesses as it is an excellent robust quality evaluation and improvement method to see how the organisation is performing.

The Skills Audit (SA) is a tool which sits alongside the IFS and allows the care provider to see what the skills gaps are for individual staff and the overall team.

Both of these systems have been developed by Hertfordshire Care Providers Association (HCPA). HCPA is currently looking for a Lead for this project to ensure high quality project delivery and further project innovation.

#### **Benefits of job role:**

- Free parking
- Paid travel expenses
- Herts Rewards
- Pension/Sickness Scheme
- 36 days annual leave (including Bank Holidays)
- Friendly and supportive team environment
- Additional benefits as part of Herts Care Academy

#### **Specific Responsibilities:**

- Work within contract obligations including meeting project milestones, to deliver a timely service to ensure providers have feedback about their services to share with CQC inspectors and Local Authority Monitoring Officers
- Promote the service to providers via email, mail shots, telephone, face to face interactions
- Coordinate the service by discussing needs with providers and ensuring packs are sent with clear instructions
- Gathering data and running reports using the Impartial Feedback Service (IFS) and Skills Audit (SA) IT system



- Write compelling, fully researched development plans linking providers with best practice Nationally and with different projects run by teams within HCPA
- Discuss next steps with providers and offer support in designing an action plan and coach them in the implementation of the action plan. The post holder will be expected to complete the Level 4 Information Advice & Guidance (IAG) qualification
- Advise providers on skills deficits and how to develop staff
- Visit providers to coach when challenges arise within services
- Enable providers to make best use of positive feedback
- Developing and reviewing all elements of the service to ensure that the provision meets the needs of providers
- Review feedback forms and report formats
- Review service – gather feedback from providers to provide a high quality in demand service
- Implement innovation
- Feed data and be mindful of the operational budget for the IFS and helping to secure funding for future years
- Promote the IFS to other counties as a paid for service
- Work on developing new areas of the HCPA business as required
- Working alongside the Principal Business Development Manager to provide operational support
- Deputising for meetings
- Completing task and finish projects to support the Business Development Team
- Work with colleagues on other HCPA projects if necessary
- Undertake Continuing Professional Development (CPD) events as directed

**The ideal candidate:**

- Has passion and enthusiasm to raise the standard of quality of care
- Has an enquiring mind and can provide relevant challenges to drive continual service development
- Has a Leadership in Care background (management and senior management experience)
- Has high IT skills particularly Excel
- Has experience in leading projects
- Can network effectively and build relationships
- Has credibility with coaching senior management staff
- Has excellent IT skills including Excel and internet-based applications
- Has an excellent level of written English
- Own transport with insurance for business use is essential for this role as travel around Hertfordshire will be required
- Excellent communication skills both written and verbal
- Motivated and passionate about providing best practice
- Excellent at autonomous research
- If you match the required skillset and are looking for an exciting new career opportunity then apply today.