



Hertfordshire Care Providers Association (HCPA) is a unique award-winning company set up to support adult care providers within Hertfordshire to raise quality standards of care. We are a non-profit member's association. We support over 500 care organisations to improve the quality-of-care delivery through staff training and providing information and guidance. We also provide additional services and deliver projects such as a fully funded Recruitment service, Impartial Feedback services and the Stop Falls Campaign.

HCPA also run a provider hub to support and sign post Hertfordshire care providers with queries relating to: updated guidance; running webinars to give provider updates and important information; inputting into the daily newsletter; and creating easy access website content.

We are hiring a Care Provider Support Lead to support the daily operation of the provider hub with the support of the Office Manager and Relationships Project Manager. You will support with complex queries by linking with external partners, be second phone line support after the HCPA receptionist, who will triage calls, and will need a clear helpful phone manner and ability to retain a wealth of information about the care sector.

Why work for HCPA?

- Monday to Friday, 9am to 5pm, working from home while our Welwyn Garden City office is closed due to COVID-19
- An annual salary of £25,000 to £27,000 depending on experience and skills
- This is a 12-month fixed contract.
- High Street Discounts / Cashback and Care Academy Benefits
- Pension / Sickness Scheme
- Employee Assistance Programme
- 36 days holiday pro rata (Including 8 Bank Holidays)
- Annual Care Awards
- Team building days and team events.
- Free parking
- Friendly and supportive team

What does the role of Care Provider Support Lead involve?

This role will require you to keep up to date daily in terms of Care Sector changes, both local and national. Subjects include but are not limited to: Covid-19 guidance; Staff wellbeing; Funding; Employment issues; HR; Insurance; Health and Safety; Legislation; Regulation; Commissioning; Monitoring; EU and Brexit.

Your day-to-day duties will include:

- Act a complex call handler for all incoming HCPA queries and support to answer questions.
- Research and interrogate information to make sure that what is passed on is high quality
- Support and signpost to relevant services, providing most up to date information and guidance.
- Link with relevant HCC and NHS (and other) partners to get right support for providers, including attending relevant meetings.
- Report weekly on stats, trends and themes



- Maintaining a comprehensive call log, including keeping a list of lessons learnt and key risks from provider feedback to help understand resources and support needed.
- Create tools and resources for providers based on feedback and lessons learnt.
- Set up webinars- arranging dates, speakers and managing content for slides.
- Work out what content needs to be updated on the website or sent in newsletters and share information with content coordinator.
- Carry out engagement with providers to promote support available.
- Support all HCPA projects by collecting case studies to be added to reports for the team.
- Support with all wider tasks related to content and engagement with HCPA membership.

Am I the right candidate for the Care Provider Support Lead position?

We are looking for someone who has a good knowledge of the care sector and has experience in care leadership, be both creative and concise with words, have an inquiring mind to seek out the right answer, be an enthusiastic relationship builder with a great telephone manner. You will need to be able to transfer information into useful documents or toolkits and have a true passion for sharing best practice.

We are also looking for you to have:

- A Social care background in management and leadership
- Strong written English and an ability to communicate via writing clearly and concisely through email and toolkits.
- Strong interpersonal, teamwork and verbal communication skills, with people at all levels of the organisation, mainly on the phone but may also be via Teams or Zoom or in person.
- A high degree of computer literacy along with a strong working knowledge of the Microsoft Excel, Power Point, Project, Word.
- Self-motivated, with excellent ability to work on own initiative and research information.
- 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 multitask displaying excellent time management and organisational skills.
- Ability to work under pressure without compromising the quality of work.
- Able to work independently and use own initiative.

If you are interested in the Care Provider Support Lead vacancy and feel you have the relevant experience, please apply now. You can see more of what we do at www.hcpa.info/

We will be looking to fill this vacancy as soon as possible.

Job Board Questions:

Do you drive and have your own car?



Are you able to commute to Welwyn Garden City and travel around Hertfordshire?

Do you have experience handling complex subject specific requests from customers in a previous role?

Do you have experience working within Adult Social Care?

Do you have knowledge of the challenges faced in the Adult Social Care sector?

Do you have experience of writing content and guidance?