



## Wincanton Cares – Micro-Provider Coordinator and Accreditation Lead Job Description

<b>Job Title</b>	<b>Micro-Provider Coordinator and Accreditation Lead</b>
<b>Responsible to</b>	WINCANTON CARES Steering group
<b>Location</b>	Wincanton & BA9 area
<b>Base</b>	Working from home
<b>Salary</b>	<b>£27,000 pro rata</b>
<b>Term</b>	Contract runs for one year
<b>Working hours</b>	6 hours per week, to be flexibly deployed
<b>Annual leave</b>	28 days pro rata
<b>Probationary period</b>	3 months
<b>Notice Period</b>	2 months

### Purpose

To coordinate the Wincanton Cares Micro-Provider Network and ensure it runs safely, openly, and in line with Somerset’s Trusted Network standards.

Most policy documents are already in place; the role is to make sure they are now used consistently and effectively.

### Support

The Postholder will have access to an experienced member of the Steering Committee for day-to-day matters.

They can also seek advice or escalate safeguarding concerns to the WINCANTON CARES Safeguarding Leads and Somerset Adult Social Care when needed.

### Role Purpose

The Micro-Provider Coordinator and Accreditation Lead manages the daily running and quality assurance of the Wincanton Cares network of Accredited Micro-Providers.

The role ensures that:

- Micro-providers are safely recruited (“onboarded”).
- Residents receive clear, accessible information.
- The network meets Somerset Council’s Trusted Network standards.

This post is central to Wincanton Cares’ mission: helping residents live well, stay connected, and access safe, local, community-led support.

### Key Responsibilities

#### 1. Network Coordination

- Act as the main contact for Wincanton Cares Micro-Providers.
- Keep the local directory up to date and easy to use.
- Respond to enquiries from residents, families, referrers, and partners.
- Help raise awareness of changes to Micro-Provider Accreditation across community spaces.

## **2. Micro-Provider Onboarding & Support**

- Manage onboarding for new micro-providers, including:
  - Application checks
  - DBS verification
  - Insurance checks
  - Self-employment status
  - Right-to-work checks
  - Policy compliance
  - Issuing WINCANTON CARES ID badges after successful accreditation
- Ensure micro-providers understand and agree to the Code of Conduct and safeguarding requirements.
- Keep accurate records of all micro-providers and their compliance status.
- Provide clear information to help micro-providers understand the Trusted Network model.

## **3. Governance & Quality Assurance**

- Ensure Wincanton Cares meets Trusted Network standards at all times.
- Lead on preparing and submitting the annual renewal.
- Work with the Compliance Officer to request that key policies are kept up-to-date.
- Make sure governance processes are fair, open, and transparent.

## **4. Data, Reporting & System Readiness**

- Oversee development of the website portal with the web provider.
- Develop WhatsApp groups to support micro-providers and share work requests.
- Maintain the Trusted Network Register, including:
  - Number of Micro-Providers
  - Referral volumes
- Support Somerset Council's annual data collection.
- Monitor trends, risks, and gaps in local provision.
- Ensure the network is always ready to receive referrals from:
  - Residents, families, friends, neighbours
  - External agencies (Social Workers, Village Agents, NHS teams, community partners)

## **5. Complaints, Concerns & Escalation**

- Act as the first point of contact for concerns about micro-providers or the network.
- Handle low-level issues locally and proportionately.
- Escalate serious concerns or safeguarding issues to Somerset Council's Quality Assurance and Safeguarding teams.
- Keep clear records of concerns, actions, and outcomes.

## **6. Partnership Working**

- Work closely with:
  - Somerset Micro-Enterprise Programme (CMEP)
  - Somerset Cares Alliance (SCA)
  - Local NHS contacts
  - Community groups and referrers
- Represent WINCANTON CARES at relevant meetings.
- Promote the Trusted Network as a safe, reliable, community-led route to support.

## **Recruitment Practices**

- We recruit for potential, not perfection,
- We are a values-based recruiter,
- We recognise lived experience as a demonstration of capability,
- We only use genuinely essential criteria,
- We follow safer recruitment practices.

## **Disclosure and Barring Service Check**

This role is covered by the Rehabilitation of Offenders (Exceptions Order) 1975. A DBS check will be required to identify any relevant criminal convictions.

## **Right to Work in the UK**

All applicants must have the legal right to work in the UK. Proof will be required before employment.

We follow Home Office guidance and do not discriminate based on nationality or immigration status.