



Application Pack

Senior Community Support Worker (Supported Living)



MioCare Group - supporting people to get the most out of life

Introduction



An introduction to the MioCare Group from the Managing Director, Rob Jackson

Hello, and thank you for downloading this application pack. I am delighted you have an interest in the social care we deliver for Oldham residents, and I am hoping that you will go ahead and apply to work with us once you have read a little more about the organisation.

Through our various services, the MioCare Group provides care and support to people whilst promoting independence, choice and wellbeing. Created as a provider by Oldham Council in 2013, our ambition is to set a high standard for quality of care.

As MioCare turned ten in October 2023 and celebrated a decade of care and support, this also marked the drawing to a close of our 2020-23 strategic planning cycle. Our **#FutureFocus** strategy sets out our goals and objectives for 2024-2027.

Our primary focus is on delivering high-quality outcomes and making effective use of our resources. As a Community Interest Company, any value and surpluses created are reinvested to improve services, develop and support staff and enrich the communities served.

Our mission of *'supporting people to get the most out of life'* remains the same, and having spent time engaging with people we support, our workforce and partners we are delighted to present some new, refreshed goals and values...

Our values: Inclusive → Dedicated → Collaborative → Aspirational

Our goals:

- People we support at the heart of everything
- To have an engaged, skilled and well-supported workforce
- To be an outstanding and collaborative organisation
- Financial sustainability through growth and development

You can read more about our **#FutureFocus** strategy on the next page.

We have over 550 employees across the Group, working in a range of services. We pride ourselves on being an ethical and caring company, ensuring staff are supported and rewarded appropriately. We are a committed 'Real Living Wage' employer and as mentioned above, as a CIC we're able to reinvest some of the value we create into the development of staff. All we ask is that those who work for us share our values and our drive to be the very best we can be.

Thanks again for taking the time to read this and we are looking forward to receiving an application from you!



Rob Jackson
Managing Director – MioCare Group

A new strategy for 2024-27, bringing together our mission, values and goals



Our Commitment To Equality, Diversity and Inclusion

As a local authority-owned Community Interest Company (CIC) we both support and adhere to Oldham Council's 'Building a Fairer Oldham' Equality, Diversity and Inclusion Strategy.

Our vision is to create a place where people understand, respect and celebrate each other's difference. We are committed to creating a place that values and celebrates our differences while promoting equal opportunities for all.

At MioCare, we are passionate about equality, diversity and inclusion. We want to do more and have a deep sense of pride in challenging inequality in all its forms.

We have our own policies and procedures too, alongside an Equality, Diversity and Inclusion Together (EDIT) steering group and regular opportunity for reflection, feedback and celebration across the Group through in-person events, regular appraisals and supervision, workforce surveys and online communications.



Our Staff Benefits



The MioCare Group has a wide-ranging additional benefits package for staff, including...

Health and wellbeing

- Wellbeing Matters activity programme
- Employee Assistance Programme (EAP)
- Occupational Health
- Wellbeing-focussed performance conversations
- Health cash plans
- Discounted gym membership

Flexibility

- Annual leave purchase scheme

Skills development

- Comprehensive induction programme
- Opportunities for continued professional development

Reward and recognition

- MioCare Staff Awards

Financial wellbeing

- Competitive pay rates
- Pension scheme
- Paid sickness absence
- Life insurance (3 x annual salary)

Staff offers

- Exclusive staff retail and leisure discount scheme

Lifestyle Savings

Explore a huge range of instant discounts to help you save money across hundreds of the UK's favourite high-street and online retailers

Support & Wellbeing

Access expert help and support for life's ups and downs 24/7, 365 days a year

Job Description

Job Title: Senior Community Support Worker

Service: Supported Living

Line Manager: Supported Living Resource Manager

Salary: From £28,770 - £32,076 per year, pro-rata (plus additional enhancement for unsociable hours may apply)

Purpose of Post

To provide a supportive and enabling environment for vulnerable people with mental health problems, challenging behaviour, autism, ABI (Acquired Brain Injury), learning difficulties, in a rehabilitation setting and individual tenancies in accordance with assessed identified plans of care.

To assist the management team ensuring the expectations of commissioners and the Care Quality Commission (CQC) is met through compliance with policies and procedures and good professional standards. To alert and report any issues or cause for concern to line manager. To provide an environment where both service users and staff can thrive and become the best they can be.

Key Tasks, Responsibilities and Accountabilities

To undertake such additional duties as are reasonably commensurate with the level of the post.

1. Physical Care: Helping people with toileting, washing, dressing, eating, personal hygiene, mobility according to their need when required. To administer medication as directed by GP or consultant. To ensure safe storage and keep accurate records in line with the medication policy and in accordance with agreed care plans and liaise with the appropriate medical professionals as necessary. To undertake medication audits / checks in accordance with procedure and report any discrepancies or concerns to manager and Pharmacy ensuring the safety of the person at all times.

2. Individual Development: To assist and encourage individual development with regard to domestic and social and recreational skills, in order to attain set goals and to record outcomes and achievements towards independence. To support the manager in the monitoring and updating of individual care plans and maintenance of accurate records for audits or funding purposes.

3. Recording Skills: To maintain detailed written records of patterns of care and observations of service users. To take lead role in monitoring and reviewing relevant paperwork pertinent to individual service users i.e. medication mar charts, care plans, finance books, ESG, autism paperwork, development logs, etc.

4. Housekeeping: To assist in matters of household management which include cleaning, shopping, menu planning, and cooking, budgeting, laundry and safety/security issues.

5. Financial Matters: This will entail liaising with the money management team, ensuring implemented budget plans are adhered to. Having responsibility for household and individual's personal monies and for maintaining financial records according to departmental instructions and service procedures. To complete weekly audits and report any discrepancies to the manager and or the money management team.

6. Health and Safety: To follow health and safety guidelines in accordance with the MioCare Group's policies and procedures. Complete, monitor, update and implement risk assessments in partnership with the Resource Manager. Ensure good practice in relation to Infection, Prevention and Control (IPC) using appropriate Personal Protective Equipment (PPE) and maintaining a safe clean welcoming environment. Ensuring all weekly/monthly checks are carried out in accordance with the MioCare Group's scheduler and any concerns are reported and made safe.

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Key Tasks, Responsibilities and Accountabilities (continued)

7. Liaison: To liaise with parents, carers, other professionals, internal and external agencies and local community partners, promoting positive communication ensuring best outcomes for those in our care. To report regularly to line manager on progress and to notify them of any areas of concern, change in needs, etc. To attend and participate in staff/team meetings, supervisions, appraisals and attend multi-disciplinary team meetings and review meetings for service users as required.

8. Operational Management: To assist the Resource Manager in the daily operational management of the establishments, staff and resources. To compile rotas in line with allocations, current care plans, individualised budgets, CHC funding, etc. To anticipate and react to changing needs by adjusting allocations accordingly, ensuring best value and most appropriate use of resource. To report any changes in need to Resource Manager/Finance Team. To provide supervision, guidance and direction to staff, including the induction of new members to the staff team. To support the Resource Manager with the completion of appropriate Quality Assurance monitoring and auditing.

9. Confidentiality: To adhere to national, corporate and departmental policies and procedures on confidentiality and the management and sharing of information, including GDPR.

10. Hours of work: To work a range of shifts on a 24/7 basis including evenings, weekends and bank holidays as required, in accordance with service user needs.

11. Sleeping-in duties: To undertake these as required.

12. Standby duties: To undertake these as required.

13. Training and Development: To undertake training as appropriate to the post and to meet individual service user's needs.

The details contained in this job description reflect the content of the job at the date it was prepared. It should be remembered however, that it is inevitable that over time, the nature of individual jobs will change, existing duties may no longer be required, and other duties may be gained without changing the general nature of the duties or the level of responsibility entailed. Consequently, the company will expect to revise this job description from time to time and will consult with the post holder at such times.

General Duties

1. To actively support equality and diversity in all areas of work as appropriate.
2. To promote and maximise opportunities for client participation in all areas of work as appropriate and in line with person-centred planning.
3. To be familiar with customer care and the organisations health and safety policies.
4. To actively participate in self-improvement in performance through supervision and workplace development/training.
5. To ensure that communication, both internal and external is both timely and effective and that matters are reported appropriately to the Resource Manager.
6. To ensure that resources are utilised appropriately and for maximum benefit.
7. Assist with the daily operational management of the establishment, staff and resources under the direction of the Resource Manager.

No job description can be entirely comprehensive, and the post holder is expected to carry out other duties as required which are broadly consistent with the job description.

(Please continue for Person Specification)

Person Specification



Please provide as much information as possible to help us decide whether you meet the criteria below. Some criteria will be assessed from the information provided on your application form or will be assessed at interview or by selection tests as indicated. If you have a disability, the selection panel will shortlist you against the essential criteria only. Please ensure that you indicate on the application form whether or not you have a disability, so that this can be considered.

(Candidates must have and/or be able to demonstrate the following)

Person Specification	Assessment Method
An understanding of the support needs of people with a learning disability, challenging behaviour, autism, ABI (Acquired Brain Injury), and mental health and a commitment to providing care as per the MioCare Group's ethos and values.	Application Form / Interview
Ability to create positive relationships with service users, carers and stakeholders.	AF/I
Ability to support the MioCare Group and service management team to be compliant with all statutory regulations (such as the Care Quality Commission) through good practice, robust audit schedules and an adherence to policies and procedures.	AF/I
A knowledge and understanding of person-centred planning approaches to care.	AF/I
Able to demonstrate a good knowledge and understanding of the care and support of people living with varying disabilities and the ability to put this into practice when formulating support/care plans with the ability to review and monitor progress.	AF/I
Suitably proficient IT skills and ability to work with a variety of electronic systems and procedures.	AF/I
Appropriately competent communication skills, both verbal and written.	AF/I
Ability to work on own initiative to prioritise own work loads and evidence good time management skills and ability to demonstrate positive leadership qualities.	AF/I
Ability to produce clear concise reports including support plans, risk assessments, autism records and evidence for CHC funding – having the ability to amend and review where appropriate.	AF/I
Ability to manage situations in a calm manner with a solution-focused approach.	AF/I
Ability to use good negotiation and conflict resolution skills.	AF/I
Sufficient numeracy skills to deal with non-complex finance records and data recording.	AF/I
Ability to work in partnership with other agencies/bodies.	AF/I
Ability to demonstrate a good understanding and commitment to non-judgemental and anti-discriminatory practice.	AF/I
A willingness to undertake training as appropriate to the role.	AF/I
Ability to monitor and supervise staff, offering appropriate guidance and advice with support/guidance from the Resource Manager.	AF/I

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Essential Criteria (continued)	Assessment Method
Ability to monitor and supervise staff, offering appropriate guidance and advice with support/guidance from the Resource Manager.	Application Form / Interview
Ability to compile rotas which consider the changing needs of service users and reflects allocations, ensuring effective use of resources and demonstrating sound fiscal sense.	AF/I
Ability and willingness to work flexibly (including evening and weekend work) to form part of an out-of-hours standby service which supports staff and service users as and when required.	AF/I
Desirable Criteria	Assessment Method
Relevant qualification (NVQ Level 3 Care Services, Certificate in Health and Social Care or equivalent).	Application Form / Interview
Good understanding of Supported Living and changing needs of social care.	AF/I
Experience of working with service users living with complex/non -complex needs, other agencies, professionals, care management and health services.	AF/I
Good understanding of Care Quality Commission (CQC) regulations, standards and key lines of enquiry.	AF/I
A good understanding and perception of what the role entails with the ability to adapt, change and challenge as appropriate, building resilience and learning through development.	AF/I
Additional Information	
Driver: The post holder must have a full driving licence and a car available for use, unless disability requires you to use alternative transport.	
Location: Oldham [the post will carry a caseload which will involve borough-wide travel].	
DBS: The post will be subject to an enhanced Disclosure and Barring Service (DBS) checks and references.	
Health and Safety: All successful applicants must be prepared to comply with the MioCare Group health and safety policies and attend all relevant statutory training as required.	
Diversity and Inclusion: The MioCare Group is committed to diversity and inclusion and all staff must demonstrate respect for and appreciation of differences in ethnicity, gender, age, national origin, disability, sexual orientation, education, and religion.	
Attendance: There is an expectation that applicants can demonstrate a record of regular attendance (excluding illness linked to disability and pregnancy).	
Probation: Appointments are subject to satisfactory completion of a probationary period, normally six months.	

(Please continue for Terms and Conditions)

Terms and Conditions



Job Title:	Senior Community Support Worker (Supported Living)
Contract	Permanent
Base:	Oldham
Hours:	35 hours per week
Salary:	From £28,770 - £32,076 per year (pro-rata) (Additional enhancement for unsociable hours may apply)
Holidays:	Annual entitlement is 25 days plus Bank Holidays (pro-rata). The holiday year runs 1 st April – 31 st March.
Pension:	A 6% employer pension contribution payable by the company into the company's pension scheme. This is dependent on a minimum employee contribution.

Thank you for taking the time to read this Application Pack.

To apply for the role, please download an Application Form and return it to info@miocare.co.uk
or alternatively call **0161 770 8777** to request a form via the post.