



Application Pack

Senior Care Worker (Extra Care)



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

The Service and Role

Senior Care Worker (Extra Care)



Are you motivated, committed and ambitious?

Do you have the expertise to make a difference in the lives of people living in one of Oldham's Extra Care Housing schemes?

Being a **Senior Care Worker** in the MioCare Group's **Extra Care** team is rewarding and positively life-changing for everyone involved. If you are a values-driven person and are looking for a new challenge with a progressive organisation then we would love to hear from you.

Working alongside [Housing 21](#) and [Oldham Council](#) we provide a care service to older people living in their own homes within one of our six Extra Care schemes:

Aster House (Coldhurst), Charles Morris House (Failsworth), Hopwood Court (Shaw), Old Mill House (Grotton), Tandle View Court (Royton), Trinity House (Coldhurst)

Extra Care housing is designed with the needs of older people in mind. Residents living in the six aforementioned schemes have their own self-contained homes and access to on-site personal care, delivered by MioCare Group staff. Our service is regulated by the Care Quality Commission and was last rated as 'Good' in all areas.

Read the CQC's full report via their website, here: <https://www.cqc.org.uk/location/1-1546980282>

We are looking for caring, creative, energetic people to join our team. People with integrity and a drive to learn and further their own capabilities, contributing in turn to an outstanding service delivered alongside their colleagues.

As a Senior Care Worker, you will provide a range of personal, social, emotional and practical care tasks for the wellbeing of those using our service. You will share our values and have a passion for providing the highest quality care, enabling the people we care for to exercise control by maximising their independence.

If you have any questions during the application process, please don't hesitate to be in touch with the Service Manager – Ian Hulse – for an informal chat.



You can contact Ian via email or telephone:

Email: Ian.Hulse@oldham.gov.uk | **Phone:** 0161 770 8777

Please continue for full [Role Profile](#), [Person Specification](#) and [Terms and Conditions](#)

Role Purpose

- To provide care and support as detailed specifically in the service user plan provided for each client.
- The role of Senior Care Assistant is to meet the needs of their service users and to ensure they are supported as detailed in the service user plans, ensuring at all times that their privacy, dignity and independence is maintained.
- To support the management team in the effective and efficient running of the service and its development.

Key Relationships

- Line Manager: Scheme Coordinators and Extra Care Managers
- Direct Reports: Care Workers

Main Accountabilities and Responsibilities

1. To work in accordance with Care Quality Commission (CQC) and MioCare Group policies and procedures.
2. To ensure that all duties directed by the Registered Manager and detailed in the service user plan and risk assessments are carried out in full, providing high quality personal care to the client.
3. To inform the Manager immediately in regard to any emergency situations, or if the client experiences a noticeable change in their behaviour or care needs. To respond accordingly to the changes, reporting concerns to relevant people including medical professional and any other appropriate body.
4. To work supportively and pro-actively alongside GP's, nurses, physiotherapists and any other professionals involved in the care and wellbeing of the client.
5. Maintain awareness of your role in providing assistance, guidance and support to the service users, allowing them to remain as independent as possible.
6. To inform the Manager if there is any suspicion of abuse from anyone towards the service users and respond accordingly to the changes, reporting concerns to relevant people including medical professional and any other appropriate body.
7. Demonstrate a commitment to equality and diversity and respect for the rights of service users to privacy, dignity and confidentiality.
8. To work independently and as part of team to ensure effective service delivery.
9. To coordinate the team and work schedules to ensure effective service delivery.
10. To ensure that furnishings and fittings are of a good standard and to bring to the attention of the manager any defaults.
11. To ensure the security of the building and ground is safe and report any concerns to the relevant persons.

(Continue to next page for Person Specification)

Person Specification



	Selection criteria (Essential)	Selection criteria (Desirable)	Assessment Method*
Education and Qualifications	-	NVQ 2 or equivalent.	AF/I
Experience	Experience of working unsupervised and as part of a team.	Experience of working in the care sector.	AF/I
Skills and Abilities	<p>Ability to communicate effectively.</p> <p>Ability to produce clear and accurate daily records and have the ability to present verbal and written information to other staff members about service users.</p> <p>Good numerical skills.</p> <p>Ability to work on own initiative and as part of a team and relate to older people.</p> <p>Ability to transfer and move dependent clients using the equipment provided.</p> <p>Ability to work in a non-discriminatory way and in accordance with equal opportunities, policies and procedures.</p> <p>Ability to provide all aspects of physical and emotional care to dependent clients, and to create an environment in which the service user is comfortable.</p>	-	<p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p>
Knowledge	<p>Awareness of safeguarding issues and the management and reporting of them.</p> <p>Awareness of health and safety requirements in a care setting and how to mitigate risk.</p> <p>Awareness of the importance of data protection, confidentiality and information security.</p>	Basic knowledge of Care Quality Commission (CQC) requirements.	<p>AF/I</p> <p>AF/I</p> <p>AF/I</p>
Work Circumstances	<p>Shift working (this includes some evenings, weekends and Bank Holidays on a team rota basis).</p> <p>This post will be subject to an enhanced DBS.</p>	-	<p>AF/I</p> <p>AF/I</p>

*AF – Application Form, I - Interview

(Continue to next page for Terms and Conditions)

Terms and Conditions



Job Title:	Senior Care Worker (Extra Care)
Contract	Permanent
Base:	Oldham
Hours:	33 hours per week
Salary:	£13.37 per hour (Payment is made on a shift basis, not based on contact time.)
Holidays:	Annual leave entitlement is 29 days (pro-rata – based on a full-time contract of 37 hours per week) including Bank Holidays. The holiday year runs April 1st – March 31st.
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.