

APPLICATION PACK

REGISTERED MANAGER (RESPITE, DAY SERVICES AND MENTAL HEALTH)



INTRODUCTION

An introduction to the MioCare Group from the Managing Director, Karl Dean...

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 company.

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

As a local authority-owned Community Interest Company (CIC), we're driven by a desire to deliver excellent, person-centred outcomes for people in our town. We reinvest the value we create into innovation – enhancing our services and the lives of those who use them.

We pride ourselves on our reputation and our flexible, forward-thinking and proactive approach to care delivery, encompassing our **HEAD**, **HEART** and **HANDS** philosophy. We're ambitious and committed – operating with a belief that everyone is entitled to access high quality services when they need them.

We know that the key to successful, effective services is a motivated and happy workforce. We invest in our staff to make sure they have the range of skills and knowledge that's needed to best support the people we work with. 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 a CIC we're able to reinvest some of the value we create into the development of staff.

Right from the start of their journey with us, we ask all of our employees to adopt an approach that underpins the high standard of care we deliver.

The approach is based around three H's...

HEAD - we use our knowledge and expertise to deliver high quality outcomes

HEART - we are compassionate, caring and respect people's wishes

HANDS - we safely deliver high quality care and support, paying attention to detail in all that we do

This is part of 'The MioCare Way' and we ask all of our staff to have this approach at the forefront of their mind when they are delivering services (you can read more about 'The MioCare Way' on the next page). When recruiting, we look to take people on who have experience in delivering care, or that have the potential to be great at it. 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!

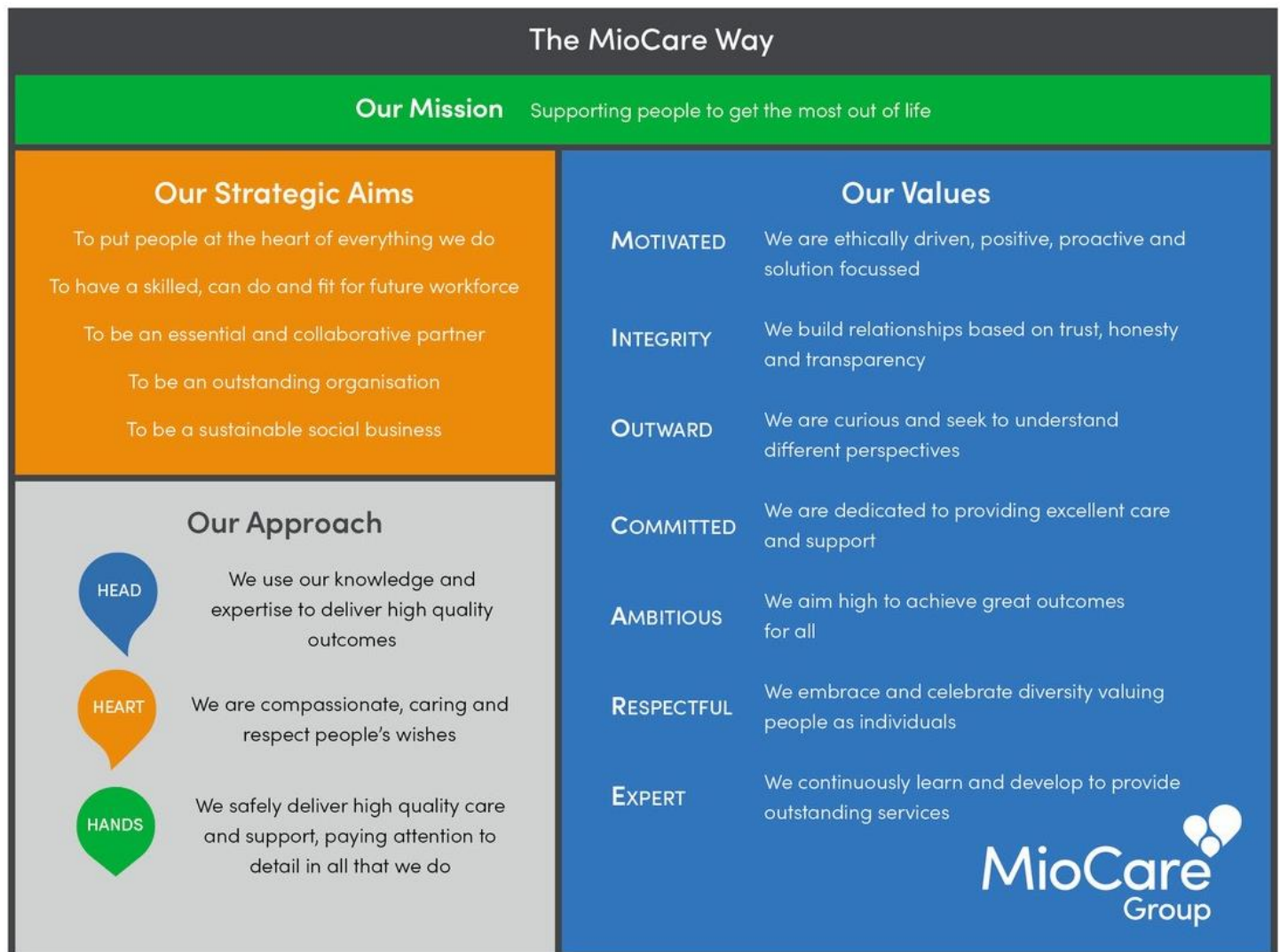


Karl

Karl Dean
Managing Director – MioCare Group

'THE MIOCARE WAY'

Introducing 'The MioCare Way', which brings together our mission, strategic aims, approach and values...



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 2021 – 2025.

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 the MioCare Group, we have our own policies and procedures too alongside an Equality, Diversity and Inclusion 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

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

Flexibility

- Generous annual leave entitlement and an annual leave purchase scheme

Skills development

- Comprehensive induction programme
- Leadership and management development

Reward and recognition

- Team Oldham Awards
- MioCare Staff Awards

Financial wellbeing

- Competitive pay rates
- Childcare vouchers
- 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

A GREAT PLACE TO WORK



Introducing a few MioCare Group employees who would like to tell you about the Group and their role within it...

“The Learning Disability Respite Service feels like a home from home - both for me and my colleagues, as well as for the families that regularly need our support. I am really proud to work in this team.”

Ashleigh



“I’ve been working in Oldham’s social care system and services for 30 years. It’s such a privilege to work alongside so many like-minded teammates as we support some of the town’s most brilliant people.”

Janet



“I was new to the area and the social care sector when I took on my role in the Group’s central services. I was made really welcome by my colleagues who display incredible skill, commitment and care every day.”

Mike



If you have any questions during the application process, please don’t hesitate to be in touch with our Associate Director – **Diane Taylor** – for an informal chat.

You can contact Diane via email or telephone:

Email: Diane.Taylor@oldham.gov.uk

Phone: 0161 770 8777



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

ROLE PROFILE

Role	Registered Manager (Respite, Day Services & Mental Health)
Reports to	Associate Director
Salary	Grade 8; from £36,371 to £40,578 per year
Status	Permanent

Role Purpose

1. To provide service leadership and management of the Learning Disability respite and day services, plus our mental health assessment and rehabilitation provision, resulting in the delivery of high quality, safe and effective person-centred care and positive outcomes for the people we support.
2. To fulfil the role of the Care Quality Commission (CQC) Registered Manager, ensuring that the Respite service is managed and delivered in line with regulation and legislation whilst supporting the Group's aim to be an outstanding organisation.
3. Build and maintain positive relationships with a range of key stakeholders with the aim of sustaining and developing the service in order to meet future demand, upholding the positive and proactive reputation of the organisation.

Key Relationships

Line Manager:	Associate Director
Direct Reports:	Supported Living operational management team (Resource Managers), Behaviour Specialist and Business Support Officers
Other:	MioCare leadership and management team, commissioners and external partners

Main Accountabilities and Responsibilities

Service Management

- To ensure management practice and procedure meets regulatory, legislative and internal standards and requirements, assuming the legal responsibilities and accountabilities as required.
- To ensure the completion, delivery and monitoring of an annual Service Plan with clear aims and objectives which contributes to the success of the organisational strategy and business plan.
- To lead on meaningful consultation with service users, carers and families, putting people's experiences at the forefront and utilising feedback to help evaluate the success of the service.
- To build and maintain positive professional relationships with key stakeholders for the benefit of the service, MioCare and the people we support.
- To actively promote equality, diversity and inclusion in all service design, development and delivery.
- To show an awareness of, and manage, risks which may affect service delivery, being proactive in identifying and implementing mitigations.

People Management

- To embed and manage a positive culture in which people are valued and value each other.
- To manage and monitor staff performance in line with MioCare's policies and procedures, including supervision, appraisal, disciplinary investigations and sickness monitoring, and actioning as required.
- Ensure the workforce is effectively deployed, developed and supported to enable the team to contribute positively to the success of the service and in achieving positive outcomes for the people we support.
- To monitor staff levels across the service and recruiting in line with MioCare's values-based approach, ensuring effective on-boarding processes (induction and probation).

Quality, Performance and Compliance

- To manage and monitor the delivery of high quality services which achieves both internal and external compliance and key performance indicators.
- To ensure robust audit processes are in place and adhered to, and that any issues are acted upon and escalated to the Senior Leadership Team as required.
- To actively seek opportunities to engage with professional networks to maintain up-to-date and relevant knowledge, expertise and best practice, sharing learning with others in the organisation.
- To be active in responding to complaints in line with MioCare's policy and evidencing a culture of learning and continuous improvement.

Financial and Resource Management

- To be proactive in working with finance colleagues to understand the service budget and relevant financial systems and processes, ensuring that these are fully implemented.
- To effectively manage the service's budget, being both efficient and effective with the allocated resource whilst maintaining safe, high quality services.

Service Development and Future Planning

- Work closely with the Senior Leadership Team to identify, design and implement potential areas of service growth and development which meets changing needs and demands.
- To take a lead on providing opportunities to involve employees, service users, families and stakeholders in the development, evaluation and future planning of the service.
- To support the wider organisation in developing new and best practice and initiatives with positivity and drive.

(Continue to next page for Person Specification)

PERSON SPECIFICATION

Selection criteria	
Education and Qualifications	Essential
	<ul style="list-style-type: none"> • Level 5 qualification in Leadership and Management (<i>or a willingness to work towards</i>) • Evidence of continued professional development • IOSH Managing Safely Certificate (<i>or a willingness to complete within the first year of employment</i>) • Full and valid UK driving licence
	Desirable
	<ul style="list-style-type: none"> • Relevant social care managerial qualification.
Experience	Essential
	<ul style="list-style-type: none"> • Recent experience of providing effective leadership and management to a team of employees carrying out various roles and responsibilities. • Experience of effectively managing and monitoring performance, using learning to inform continuous improvements and service developments. • Experience of successfully managing resources within an allocated budget, demonstrating a cost-conscious mindset. • Experience of engaging with a wide range of internal and external partners, building professional relationships which result in positive outcomes for people and services. • Experience of managing and/or providing a person-centred service to individuals, ensuring that people's needs, wishes and preferences are met and that people are treated with dignity and respect.
	Desirable
	<ul style="list-style-type: none"> • Experience of working in and/or managing a regulated service. • Experience of supporting adults with a learning disability, Autism and/or complex health needs in a managerial capacity. • Experience of identifying, designing and costing opportunities for service development.
Skills and Abilities	Essential
	<ul style="list-style-type: none"> • Able to solve problems creatively, using theoretical, analytical, conceptual and technical skills to identify and implement practical solutions • Able to effectively engage a workforce to bring about behavioural change, instilling a positive, can-do culture • Able to communicate and present information in a meaningful way in a variety of formats whilst adapting to and for the audience • Able to work under pressure with competing deadlines, effectively and efficiently managing own time and priorities to achieve the desired outcome • Confident in the use of IT systems and programmes incl. Microsoft Office, for a range of purposes
Knowledge	Essential
	<ul style="list-style-type: none"> • Demonstrable knowledge and understanding of health and social care related national policy, legislation and regulation • Knowledge and understanding of safeguarding best practice and how this is applied • Demonstrable knowledge and understanding of health, safety and risk management

Selection criteria (continued)

Knowledge (continued)	Essential
	<ul style="list-style-type: none"> • A broad understanding of HR-related policy and how this is applied in practice. • A broad understanding of learning disabilities, Autism and mental health and the challenges they can bring to a person's life.
Personal attributes	Desirable
	<ul style="list-style-type: none"> • Knowledge of planned changes and developments to relevant policy, legislation and regulation. • Knowledge and understanding of how policy, legislation and regulation influence management decisions and service delivery.
Personal attributes	Essential
	<ul style="list-style-type: none"> • The postholder must undertake a satisfactory DBS check prior to being confirmed in post. • The postholder will work flexibly to meet the needs of the service and will be required to provide out-of-hours support as part of the Senior Management Team stand-by arrangements. • To demonstrate a positive, proactive and solution-focused mindset. • To embrace and demonstrate the MioCare values and lead on in embedding them into service delivery (Motivated, Integrity, Outward, Committed, Ambitious, Respectful and Expert). • To actively participate in opportunities for continued professional and personal development and sharing learning with others in the organisation. • To be flexible and adaptable, open to change and embracing new opportunities.

TERMS AND CONDITIONS



Job Title:	Registered Manager (Respite, Day Services and Mental Health)
Contract	Permanent
Base:	Oldham
Hours:	Full time; 36.66 hours per week
Salary:	Grade 8; from £36,371 to £40,578 per year
Holidays:	Annual entitlement is 24 days plus Bank Holidays (pro-rata). The holiday year runs 1st April – 31st 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.