



# Application Pack

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## 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

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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:** Community Support Worker  
**Service:** Supported Living  
**Line Manager:** Senior Community Support Workers and Resource Managers

## Purpose of Post

- To provide a safe and responsive environment for vulnerable individuals with complex health needs in accordance with the services policies and good professional standards.
- To provide a range of personal, social, emotional and practical care tasks for the wellbeing of service users and their carers.
- To work within the assessment and care planning framework, enabling service users and their carers to exercise control over their own lives by maximising their independence.
- To support the management team and co-workers in the effective and efficient running of the service and its development.

## Key Tasks, Responsibilities and Accountabilities

### Key Tasks:

1. To work in accordance with the MioCare Group's and the Care Quality Commission's (CQC) policies and procedures.
2. To comply with the requirements of the Health and Care Professions Council (HCPC) Code of Practice for Social Care Workers.
3. To have a knowledge and understanding of the needs of vulnerable adults including those with a learning disability, autism, mental health and acquired brain injury to enable transferable skills across a number of sites.
4. To ensure quality of service to service users by offering support and guidance to fellow workers and other professionals through liaising with service users, other Community Support Worker colleagues, commissioners, health and social care staff, voluntary and other agencies.
5. To attend and contribute to staff meetings, induction, individual and group supervision and appraisals.
6. To undertake any identified training relevant to the role.
7. To provide appropriate levels of support and mentoring to colleagues.
8. To work independently and as part of a team to ensure effective service delivery in the completion of your duties and liaising with and seeking guidance when required which will include from the service's out-of-hours On Call Manager.
9. Ensure that service users and their carers are encouraged to voice their concerns consistent with service users' aspirations and make decisions about their everyday lives whilst liaising with relevant individuals that can provide support e.g. advocates / care management / other relevant professionals involved in their care.

*(Continued on the following page)*

## Key Tasks, Responsibilities and Accountabilities (continued)

10. To ensure the care, health and wellbeing of each individual is provided, whilst reporting and recording concerns to relevant people and liaising with colleagues, medical professionals and any other appropriate body.

11. To work within risk assessments of service user needs and identify any changes required. To work within individual's care plans designed for and agreed with service users. To participate in the completion of risk assessments and care plans and to ensure these are regularly reviewed and updated as necessary.

12. To support and enable/re-enable service users who may require assistance with personal care and physical tasks such as administering medication alongside emotional, spiritual wellbeing whilst maintaining dignity and respect at all times.

13. To support the health and safety of yourself, service users and others by complying with health and safety legislation, departmental policies and procedures while reporting concerns to management. To facilitate all manual handling tasks in compliance with best practice, policies and procedures.

14. To maintain appropriate records and pass on any relevant information about the needs of the service user to your manager or other designated persons and ensuring compliance with Data Protection and the Freedom of Information Act.

### **Standard Duties:**

1. To actively promote the MioCare Group's Equality and Diversity Policy in the workplace and in-service delivery.
2. To be familiar with customer care and health and safety policies of the Company.
3. To participate in self-improvement in performance through workplace development.
4. Undertake any additional duties commensurate with the grade of the post.

### **Contacts:**

Service users, carers, staff and professionals from other agencies (including employers), local businesses and members of the community e.g. members of the public.

### **Special Conditions:**

Disclosure and Barring Service (DBS) None / Standard / Enhanced.

# Person Specification



	Selection criteria (Essential)	Selection criteria (Desirable)	Assessment Method
<b>Education and Qualifications</b>	If NVQ Level 2 in Health and Social Care or 'Skills for Care' Care Certificate not yet attained, candidate must have willingness to achieve these qualifications.	NVQ Level 2 in Health and Social Care.  'Skills for Care' Care Certificate.	Application Form / Interview
<b>Experience</b>	Experience of working with vulnerable people with learning disabilities, mental health problems, challenging behaviour, autism, ABI (Acquired Brain Injury), in a paid or voluntary capacity.	-	AF/I
<b>Skills and Abilities</b>	<p>Ability to liaise and interact with service users, parents, carers, health and social care staff, voluntary and other agencies and advocate on behalf of service users.</p> <p>Ability to work independently / lone work and as part of a team.</p> <p>Ability to support vulnerable people with mental health problems, challenging behaviour, autism, ABI (Acquired Brain Injury), a learning disability, with personal care / practical assistance.</p> <p>Developed verbal and written communications skills to be able to work with service users and to follow risk assessments / service users' care plans, medication plans and other social care records.</p> <p>The ability to provide care and support, which respects individual's rights, choice, privacy and dignity.</p>	-	AF/I
<b>Knowledge</b>	<p>Knowledge and understanding of the needs of clients with mental health problems, challenging behaviour, autism, ABI (Acquired Brain Injury), learning disability.</p> <p>Knowledge of Health and Safety Legislation. Knowledge and understanding of the importance of security and confidentiality.</p>	-	AF/I
<b>Work Circumstances</b>	<p>Will be required to work to a rota which covers 7 days a week including weekends and bank holidays sleep-in duty.</p> <p>A willingness to take on responsibilities and duties of other staff, when emergency cover is needed which may be at alternative establishments.</p> <p>The post is subject to a DBS (Disclosure and Barring Service) Check.</p> <p style="text-align: right;"><i>(Continued on the following page)</i></p>	-	AF/I

	Selection criteria (Essential)	Selection criteria (Desirable)	Assessment Method
<b>Work Circumstances (continued)</b>	<p>Willingness to develop knowledge and practice by undertaking relevant training.</p> <p>To be willing to work in line with the MioCare Group's Equality and Diversity Policy.</p> <p>There will be an expectation that this role will be your priority employment.</p>	-	AF/I

# Terms and Conditions



<b>Job Title:</b>	Community Support Worker (Supported Living)
<b>Contract</b>	Permanent
<b>Base:</b>	Oldham
<b>Hours:</b>	20, 25, 30 or 35 hours per week
<b>Salary:</b>	<p>From £27,269 per year (pro-rata)</p> <p>(Additional enhancement for unsociable hours may apply)</p>
<b>Holidays:</b>	<p>Annual entitlement is 25 days plus Bank Holidays (pro-rata).</p> <p>The holiday year runs 1<sup>st</sup> April – 31<sup>st</sup> March.</p>
<b>Pension:</b>	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](mailto:info@miocare.co.uk) or alternatively call **0161 770 8777** to request a form via the post.