



# Application Pack

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## Care Coordinator (Shared Lives Oldham)



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

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

# Role Profile



## Role Purpose

To assist the Registered Manager in the delivery of a Shared Lives Service for vulnerable adults with varying needs. Under the guidance of the Shared Lives Manager the post holder will be expected to work alongside commissioners to identify service users' individual needs in relation to their appropriateness for placement within the Shared Lives Service. This will involve a comprehensive review and matching process specific to the role of a Care Coordinator.

You will also have a responsibility to be involved in the recruitment, training and approval of Shared Lives Carers and the ongoing monitoring of both service users and carers within the service.

## Key Relationships

<b>Line Manager:</b>	Shared Lives Oldham Registered Manager
<b>Direct Reports:</b>	N/A
<b>Other:</b>	Colleagues across the MioCare Group, commissioners, social workers and other professionals and our Shared Lives Carers and people who receive care through the Shared Lives Oldham scheme

## Main Accountabilities and Responsibilities

- To support a caseload of Shared Lives Carers through telephone contact and home visits, dealing appropriately with any problems that may arise during an arrangement.
- To undertake full assessments (in line with the service's Approval Process) of applicants wishing to become Shared Lives Carers and produce reports for the Approval Panel.
- Support Shared Lives Carers to meet the requirements of the service and the Health and Social Care Act (2008), Care Act (2014) and other key legislation and CQC guidelines with regards to services that offer personal care.
- Actively participate in the delivery of Shared Lives training events, Shared Lives Carer meetings and social events for carers and service users and consultation opportunities with Shared Lives Carers and service users.
- In partnerships with care management, the individual and carers/family - prepare a written care plan and provide advice, guidance and support.
- To participate fully in the referral, allocation, assessment and matching process.
- To facilitate annual Shared Lives Carer and client reviews, involving all relevant parties.
- To consult with service commissioners in monitoring the effectiveness and appropriateness of support provided, to undertake re-assessment visits when necessary, in line with the organisation's policies and procedures and to jointly re-evaluate the needs of individuals and their carers to ensure that services provided are safe, effective, caring, responsive and well-led.
- To co-ordinate support services for service users by establishing and maintaining effective links with relevant agencies, family members, the client and potential providers to ensure effective information exchange and communication.
- To produce and maintain comprehensive records, spreadsheets and data collection using the organisation's electronic and paper systems.
- To ensure that case files are compiled and maintained and that appropriate accurate and factual information is recorded in accordance with the organisations policy and procedures.

*(Continued on the next page)*

### Main Accountabilities and Responsibilities (continued)

- To promote Shared Lives services, values and ethos and to always maintain a polite, courteous friendly and professional persona.
- To attend liaison meetings, reviews and case conferences involving other agencies to ensure that service users' needs are properly identified and that appropriate services are provided.
- To provide managers with reports concerning individual cases when requested and to assist in the collation of purchasing statistics ensuring that information is available as and when required.
- Prioritise team meetings and supervisions as required.
- Promote and participate good team working ethics.
- To maintain confidentiality at all times (with the exception of safeguarding situations) and to comply with the organisation's confidentiality policy.
- To take a proactive approach to continuous professional development.
- In consultation with service users and other stakeholders to assist with the assessment of housing needs and provision when orchestrating step down and or promoting greater independence.
- To undertake any other duties as directed by the line manager that may be appropriate to this post.

*(Continue to next page for Person Specification)*

# Person Specification



	Selection Criteria (Essential)	Selection Criteria (Desirable)	Assessment Method
<b>Education and Qualifications</b>	<ul style="list-style-type: none"> <li>• Relevant qualification (NVQ Level 3 Care Services, Certificate in Health and Social Care or equivalent).</li> </ul>	-	CV / Interview
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Able to demonstrate a good understanding of the Safeguarding Adults policy.</li> <li>• Suitably proficient IT skills and ability to work with a variety of electronic systems and procedures.</li> <li>• Appropriately competent communication skills, both verbal and written.</li> <li>• Sufficient numeracy skills to deal with non-complex finance records and data recording.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working with young people with learning disabilities and other additional needs and/or who currently reside in foster care placements who are likely to transition to Adult Social Care Learning Disability Services within the next 12 - 36 months and that may meet the criteria for a Shared Lives placement.</li> <li>• Good understanding of 'Shared Lives Plus' guidance and procedures.</li> <li>• Experience of working with other agencies including Care Management and Health Services.</li> <li>• Good understanding of the Care Quality Commission's (CQC) regulations, standards and key lines of enquiry.</li> </ul>	CV / Interview
<b>Skills and Abilities</b>	<ul style="list-style-type: none"> <li>• Ability to create positive relationships with service users, carers and stakeholders.</li> <li>• Ability to support, monitor and supervise carers and to offer appropriate guidance and advice.</li> <li>• Ability to work on own initiative to prioritise caseloads and evidence good time management skills.</li> <li>• Ability to produce clear, concise reports including Support Plans and Risk Assessments.</li> <li>• Ability to manage a diverse and complex caseload.</li> <li>• Ability to assess, analyse and problem solve.</li> <li>• Ability to use good negotiation and conflict resolution skills.</li> <li>• Ability to develop and facilitate carer training programs.</li> </ul> <p><i>(Continued on the next page)</i></p>	<ul style="list-style-type: none"> <li>• Ability to take a lead in role in this area of work and service development to assist the Shared Lives Service's and Oldham Council's endeavours in this area.</li> </ul>	

	<b>Selection Criteria (Essential)</b>	<b>Selection Criteria (Desirable)</b>	<b>Assessment Method</b>
<b>Skills and Abilities (continued)</b>	<ul style="list-style-type: none"> <li>• Ability to work in partnership with other agencies / bodies.</li> <li>• Ability to recognise the limits of one's own competence and respond to this appropriately seeking advice and support when necessary.</li> <li>• Ability and willingness to work flexibly, including evening and weekend work when required.</li> </ul>	-	CV / Interview
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• An understanding of 'Shared Lives Plus' and a commitment to its ethos and values.</li> <li>• A knowledge and understanding of 'person-centred planning' approaches to care.</li> <li>• Able to demonstrate a good knowledge and understanding of the care and support of people suffering with varying disabilities e.g. LD, MH, physical and sensory, etc.</li> <li>• Able to demonstrate a good understanding and commitment to non-judgemental and anti-discriminatory practice.</li> </ul>	-	CV / Interview
<b>Work Circumstances</b>	<ul style="list-style-type: none"> <li>• The post holder must have a full driving licence and a car available for use, unless disability requires you to use alternative transport.</li> <li>• The post will be subject to an enhanced Disclosure and Barring Service (DBS) checks and references.</li> <li>• All successful applicants must be prepared to comply with the MioCare Group's Health and Safety policies and attend all relevant statutory training as required.</li> <li>• 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.</li> <li>• There is an expectation that applicants can demonstrate a record of regular attendance (excluding illness linked to disability and pregnancy).</li> <li>• Appointments are subject to satisfactory completion of a probationary period, normally six months.</li> </ul>	-	CV / Interview

**N.B. Any candidate with a disability who meets the essential criteria will be guaranteed an interview.**

*(Continue to next page for Terms and Conditions)*



# Terms and Conditions

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<b>Job Title:</b>	Care Coordinator (Shared Lives Oldham)
<b>Contract</b>	Permanent
<b>Service/location:</b>	Shared Lives Oldham (based at Ena Hughes Resource Centre, Failsworth, M35 9AD - the post will carry a caseload which will involve borough-wide travel)
<b>Hours:</b>	Full-time; 36.66 hours per week
<b>Salary:</b>	From £30,060 – £33,366 per year
<b>Holidays:</b>	Annual entitlement is 25 days plus Bank Holidays  The holiday year runs 1 <sup>st</sup> April – 31 <sup>st</sup> March.
<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 email your CV and any supporting evidence of your suitability for the role to [Katie.Morgan@oldham.gov.uk](mailto:Katie.Morgan@oldham.gov.uk)