



Application Pack

Helpline & Response Coordinator



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

- Generous annual leave entitlement and an 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)
- Independent free financial advice, including personal budgeting support

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...

Working for MioCare and making a difference in people's lives is very rewarding. No two days are the same, which keeps your job interesting! We're offered training and development opportunities, to help us fulfil our roles and progress in our careers.



Andrea
Assessment and
Reviewing Officer



David
Helpline Operator
/ Responder

I've had different jobs and run my own businesses but I have to say, the job I do now has to be the best I've ever done. And not only do I love the job, but I love my colleagues – they support each other with a "we've got you" attitude if you need that bit of help.

I love working for the MioCare Group. My teammates are supportive and friendly and working in our Central Services means I get to work with a lot of smiley people who show dedication and care in all that they do.



Zaida
Quality and
Improvement Officer

If you have any questions during the application process, please don't hesitate to be in touch with the Helpline & Response Service Manager, Amanda Robinson:

Amanda.Robinson@oldham.gov.uk

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

Role Profile



Role Purpose

To support the Service Managers to deliver a high-quality community alarm service that meets our customer's needs.

To assist the management team in ensuring the expectations of commissioners and the Care Quality Commission (CQC) are met through compliance with policies and procedures, and excellent professional standards.

To alert and report any issues or cause for concern to the line manager, and to provide an environment where both customers and staff can thrive.

Key Relationships

Line Manager:	Helpline & Response Service Manager
Direct Reports:	Helpline Operators / Responders
Other:	Helpline & Response customers and their families, as well as staff working for key partner organisations within Oldham (e.g. Oldham Council, First Choice Homes, Housing 21, Community Health Workers, GPs, emergency services, etc)

Main Accountabilities and Responsibilities

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

Key Tasks

Physical Care

- Assisting individuals with toileting, washing, dressing, personal hygiene, and mobility according to their needs.
- When competent, undertake low level health tasks, recording measurements accurately. A clinician will make the decision if further action is required.
- Facilitate staff with all manual handling using the appropriate equipment.

Recording Skills

- To monitor and review Answerlink pertinent to individual customers, ensure all recordings are factual and matches the voice recording, etc.
- To maintain accurate and detailed written supervision records and complete direct observations with support staff.
- Be responsible for recording all customer information on the Mosaic system, from initial referral to closure of services.

Health and Safety

- To follow health and safety guidelines in accordance with the company's policies and procedures.
- Complete, monitor, update and implement risk assessments in partnership with the management team.
- Ensure good practice in relation to infection control, ensuring that Helpline Operators use appropriate PPE and maintain a safe clean working environment.

Liaison

- To liaise with carers, other professionals, internal and external agencies, local community and promote positive communication ensuring best outcomes for those we support.
- To report regularly to line manager on progress and notify them of any areas of concern, change in needs, etc.
- To undertake and participate in staff/team meetings and contribute to wider forum.
- To undertake and participate in supervision, appraisal, attend multi- disciplinary meetings and review meetings for customers as required.

(Continued on the next page)

Main Accountabilities and Responsibilities (continued)

Operational Management

- To assist the Manager in the daily operational management of the service, staff and resources.
- To compile rotas in line with allocations.
- 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 line manager.
- To provide supervision, guidance, direction to staff, including the induction of new members to the company.
- Work flexibly across all MioCare Group services and health services as and when required.

Confidentiality

- To adhere to national, corporate, and departmental policies and procedures regarding confidentiality and the management of and sharing of information.

Hours of Work

- To work a range of shifts to meet customer needs including evenings, weekends nights and Bank Holidays as required.

Standby Duties

- To undertake as required.

Training and Development

- To undertake training as appropriate to the post and to meet individual customer's needs.

General Duties

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

Of note: the details contained in this job description reflect the content of the job at the date it was prepared. However, 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.

(Continue to next page for Person Specification)

Person Specification



	Selection criteria (Essential)	Selection criteria (Desirable)	Assessment Method
Education and Qualifications	<ul style="list-style-type: none"> • A willingness to undertake QCF Level 3 in Health and Social Care, if not already achieved. • A willingness to undertake training as appropriate to the role. 	QCF Level 3 in Health and Social Care.	Application Form / Interview
Experience	<ul style="list-style-type: none"> • Experience of managing situations in a calm manner with a solution-focused approach. • Experience of motivating and encouraging staff. • Experience of working with people with complex/non-complex needs, other agencies, professionals, care management and health services. • Experience of monitoring and supervising staff, offering appropriate guidance and advice with support from the line manager. • Able to access the full range of customers homes and work flexible across all health and care establishments as required. 	-	Application Form / Interview
Skills and Abilities	<ul style="list-style-type: none"> • Ability to create positive relationships with customers, carers and stakeholders. • Ability to support the company and management team to be compliant with all statutory regulations (including those of the Care Quality Commission) through good practice, robust audit schedules and an adherence to policies and procedures. • Ability to understand and manage the process of risk management and be responsible for the risk assessment process. • Suitably proficient IT skills and ability to work with a variety of electronic systems and procedures e.g. Mosaic and Answerlink call handling platform. • Appropriately competent communication skills, both verbal and written. • The initiative to prioritise own workload and evidence good time management skills and the ability to demonstrate positive leadership qualities. • Ability to produce clear concise reports including customer plans, risk assessments, updates on electronic systems, amending and reviewing where appropriate. • Ability to carry out physical tasks as required, meeting service demands. • Sufficient numeracy skills to deal with non-complex finance records and data recording. • Ability to compile rotas which consider the changing needs of customers and reflect allocations, ensuring effective use of resources. <p><i>(Continued on the next page)</i></p>	-	Application Form / Interview

	Selection criteria (Essential)	Selection criteria (Desirable)	Assessment Method
Knowledge	<ul style="list-style-type: none"> • An understanding of the concept of emergency call handling and response to the support needs of customers. • A commitment to providing care as per the company's ethos and values. • Ability to demonstrate a good knowledge and understanding of assessing functional abilities, • Good understanding of the Care Quality Commission (CQC) regulations, standards, and key Lines of enquiry. • A good understanding and commitment to non-judgemental and anti-discriminatory practice. 	<ul style="list-style-type: none"> • Good understanding of changing needs of social care. • 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. 	Application Form / Interview
Work Circumstances	<ul style="list-style-type: none"> • The ability and willingness to work flexibly including evening and weekends, to form part of an out-of-hours standby service which supports staff and customers as and when required. • The post holder must have a full driving licence. • The post will be subject to an enhanced Disclosure and Barring Service (DBS) checks and references. • Appointments are subject to satisfactory completion of a probationary period, normally six months. 	-	Application Form / 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



Job Title:	Helpline & Response Coordinator
Contract	Permanent
Service/location:	Helpline & Response Service Spindles Town Square Shopping Centre The Management Suite Unit 50 George Street Oldham OL1 1HD (Based at the location above – but with a necessity to be able to travel across the borough of Oldham)
Hours:	30 hours per week – predominantly night shifts, with some daytime shifts when necessary
Salary:	From £26,845 – £30,151 per year (pro-rata) (Plus additional enhancement for unsociable hours)
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 Amanda.Robinson@oldham.gov.uk or alternatively call **0161 770 8246** to request a form via the post.