



# Application Pack

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## Lead Care Assistant (Medlock Court)



MioCare Group - supporting people to get the most out of life

# Introduction



## An introduction to the MioCare Group

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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.

Through our various services, MioCare 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.

We can only deliver outstanding care and support with the right team in place. To that end, we seek to create a working environment where people feel supported, can thrive and deliver care and support that they are genuinely proud of. That's our aim, and if you think it's a good one then we'd love for you to apply for a role at MioCare.

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.

Thanks again for taking the time to read this and we are looking forward to receiving an application from you!



**Adrian McCourt**  
Interim 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)

## 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

## Lead Care Assistant (Medlock Court)



### Are you motivated, committed and ambitious?

Being a **Lead Care Assistant** in the MioCare Group's **Residential Reablement Service** 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.

### What is the Residential Reablement Service?

- Up to six weeks of assessment and rehabilitation, in a 24-hour residential service based at Medlock Court in Lees, Oldham
- Care and support is provided by a multi-disciplinary team who work with people to improve their health, wellbeing and mobility
- Dedicated rooms, spaces and units for people with physical health and social care needs
- Support too for carers who may be continuing to provide some care at home

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:

<https://www.cqc.org.uk/location/1-821576968>

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.

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



You can contact Claire via email or telephone:

- Email: [Claire.Maylor@oldham.gov.uk](mailto:Claire.Maylor@oldham.gov.uk)
- Telephone: **0161 770 5081**

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

## **Role Purpose**

To provide a range of personal, social, emotional and practical care tasks for the wellbeing of Medlock Court's Residential Reablement Service users and their carers. To work within the assessment and care planning framework, enabling people we support and their carers to exercise control over their own lives by maximising their independence.

To support the management team in the effective and efficient running of the service and its development.

## **Key Relationships**

- Line Manager: Registered Manager
- Direct Reports: N/A

## **Main Accountabilities and Responsibilities**

- To work in accordance with Care Quality Commission and MioCare Group policies and procedures.
- To comply with the requirements of the Health Professional Councils (HPC) Code of Practice for Social Care Workers.
- To have a knowledge and understanding of Older People's Services.
- To ensure quality of service to people we support by offering support and guidance to colleagues and other professionals through liaising with people we support, their carers, Commissioners, Health and Social care staff, Voluntary and other agencies.
- To attend and contribute to staff meetings, induction, supervision and appraisals.
- To undertake any identified training relevant to the role.
- To provide appropriate levels of support and mentoring to colleagues.
- To work independently and as part of a team to ensure effective service delivery while taking responsibility for the service in the absence of the Registered Manager, liaising with and seeking guidance from the On-Call Manager.
- Ensure that people we support and their carers are encouraged to voice their concerns (consistent with their aspirations) and make decisions about their everyday lives whilst liaising with the relevant individuals that can provide support e.g. advocates/ Age Concern / care management.
- To ensure the care, health and wellbeing of each individual is provided for whilst reporting and recording concerns to relevant people and liaising with colleagues, medical professionals and any other appropriate body.
- To assist and support people we support in the management of medication including receipt, safe storage, administration, record keeping in accordance with medication policies and procedures.
- To work within risk assessments of people's needs and identify any changes required. To work with care plans designed for and agreed with people we support, and contribute to the reassessment/review of those care plans.
- To support and enable people who may require assistance with personal care and physical tasks alongside emotional, spiritual wellbeing whilst maintaining dignity and respect at all times.
- To act as an allocated key worker for an agreed number of people we support, with the support of care staff and managers working within quality assurance guidelines.
- To be responsible for the safekeeping of small amounts of money belonging to people we support, where necessary, in accordance with financial procedures.
- To support the health and safety of yourself, people we support and others by complying with health and safety legislation, departmental policies and procedures whilst reporting concerns to management. To facilitate all manual handling tasks in compliance with policies and procedures.

*(Continued on the next page)*

## **Main Accountabilities and Responsibilities (continued)**

- To maintain appropriate records and pass on any relevant information about the needs of people we support to your manager or other designated persons and ensure compliance with confidentiality and data protection requirements.
- To actively promote the equalities and diversity agenda in the workplace and in-service delivery.
- Undertake any additional duties commensurate with the grade of the post.

*(Continue to next page for Person Specification)*

# Person Specification



	Selection criteria (Essential)	Selection criteria (Desirable)	Assessment Method
<b>Education and Qualifications</b>	NVQ 3 or equivalent (or a willingness to work towards this qualification).	-	CV / Interview
<b>Experience</b>	Experience of working unsupervised and as part of a team.  Experience of working in the care sector.  Experience of dealing with medication handling and administration.	-	CV / Interview
<b>Skills and Abilities</b>	Ability to communicate effectively.  Ability to produce clear and accurate daily records and present information to colleagues, medical professionals and any other appropriate body about people we support.  Numerical skills.  Ability to work on own initiative and as part of a team and relate to older people.  Ability to transfer and move dependent people we support using the equipment provided.  Ability to work in a non-discriminatory way and in accordance with equal opportunities, policies and procedures.  Ability to provide all aspects of physical and emotional care to dependent people we support, and to create an environment in which people we support are comfortable.  Ability to lead /guide a group of staff in their day to day activities.	-	CV / Interview
<b>Knowledge</b>	A basic knowledge of Care Quality Commission (CQC) requirements.	A basic knowledge of health and safety and risk assessment processes.	CV / Interview
<b>Work Circumstances</b>	Shift working / weekend and bank holidays and sleep in duties.  This post will be subject to an enhanced DBS.	-	CV / Interview

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

# Terms and Conditions



<b>Job Title:</b>	Lead Care Assistant (Medlock Court)
<b>Contract</b>	Permanent
<b>Base:</b>	Medlock Court, Medlock Way, Lees, Oldham, OL4 3LD
<b>Hours:</b>	30 hours per week
<b>Salary:</b>	From £28,141 – £31,021 per year (pro-rata)  (Plus additional enhancement for unsociable hours)
<b>Holidays:</b>	Annual entitlement is 25 days plus Bank Holidays (pro-rata)  The holiday year runs April 1st – March 31st.
<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 to [Claire.Maylor@oldham.gov.uk](mailto:Claire.Maylor@oldham.gov.uk)