Application Pack

Deputy Resource Manager

(Supported Living)

Introduction

An introduction to the MioCare Group

Hello, and thank you for downloading this Application Pack.

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. 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.

MioCare turned ten in October 2023. As we celebrated a decade of care and support, this also marked the end of our 2020-23 strategic planning cycle. Our **#FutureFocus** strategy sets out the Group's 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.

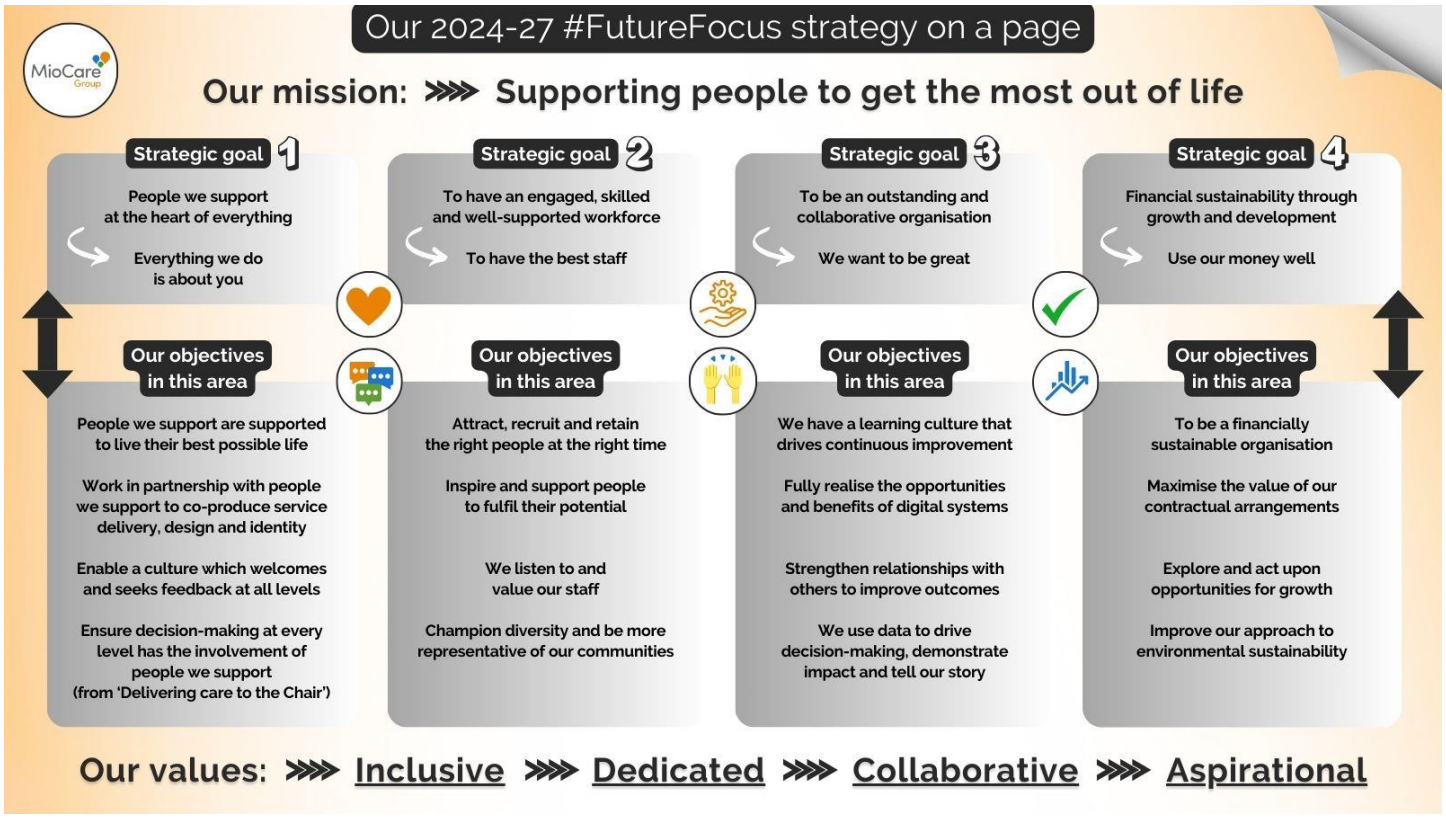
With over 600 employees across the Group, we pride ourselves on being an ethical and caring organisation, ensuring people are supported and rewarded appropriately. We are an accredited **Employer of Choice** and continue to be a committed **Real Living Wage** employer. We also hold a **Bronze Award from the Defence Employer Recognition Scheme**.

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

#FutureFocus

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

Role Profile

Job Description

Job Title: Deputy Resource Manager
Service: Supported Living
Line Manager: Resource Manager – Supported Living
Salary: From £34,433 - £38,220 per year (pro-rata)

Role Purpose

To oversee and manage the day-to-day delivery of high-quality care and support services within a number of MioCare's Learning Disability Supported Living houses – promoting respect, equality and independence and providing an environment where people can thrive and become the best they can be.

Supported by the service's Resource Manager and Registered Manager, the post holder will be responsible for the staff team(s) and people who use the service in all day-to-day affairs and will help to support the develop the service's long-term future.

Portfolio

Supported Living houses for vulnerable adults with a learning/physical disability, mental health problems, challenging behaviour, autism, ABI (Acquired Brain Injury) and a variety of complex health care issues.

Key Relationships

The post holder will line manage Community Support Workers in order to provide an exceptional quality of service.

The post holder will report to the Resource Manager and will work as part of a wider team of managers within the Supported Living Service.

Key Tasks, Responsibilities and Accountabilities

- Provide leadership and direction to staff team(s), ensuring the provision of high-quality person-centred care within an enabling and encouraging environment in which the people we support can develop and thrive.

- Work closely with the Resource Manager to set, deliver and maintain the highest standards of care, including developing positive outcome-based care plans, supportive risk assessments, effective medication management and infection prevention and control routines and the provision of dignified and respectful personal care services.

- To champion the needs of people we support, liaising with families, working with other professionals in multi-disciplinary teams and supporting the Resource Manager in all areas of financial management.

- Continually evaluate the quality of service provided, completing all required compliance checks and audits, seeking opportunities to enhance the systems used to assess, monitor and improve outcomes for people we support.

- To support the Resource Manager to effectively manage available resources in line with allocations, current care plans, individualised budgets and Continuing Health Care (CHC) funding, helping to anticipate changing needs and adjusting as necessary. Having responsibility for household and individual's personal monies and for maintaining financial records according to departmental instructions and service procedures. To complete weekly audits and report any discrepancies to the manager and or the money management team.

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Key Tasks, Responsibilities and Accountabilities (continued)

- To maintain detailed records of patterns of care and observations of people we support. To take lead role in monitoring and reviewing relevant paperwork pertinent to individual people we support i.e. electronic medication administration records (eMAR) , support plans, budgets documentation , autism documentation, Positive Behaviour Support plans, etc.

- To work a range of shifts based on a 24/7 rota including evenings, weekends and bank holidays as required, in accordance with service needs.

- To undertake training as appropriate to the post and in order to meet the needs of people we support.

- To participate in the provision of 'on-call' services to staff and people we support.

- Contribute to the organisations Operational Leadership Team which meets regularly.

- Be prepared to work flexibly to ensure the safe delivery of the service.

- You will be responsible for the day to day running of the Supported Living facilities to which you are assigned and support your Resource Manager in the operational management and quality of the services. You are expected to collaborate with the housing provider, local authority and other stakeholders. You will play a proactive role in ensuring that the Care Quality Commission's (CQC) Single Assessment Framework is met and the highest level of customer service is provided.

- Ensure the development of links with voluntary and neighbourhood groups to promote social inclusion and community connections, ensure positive promotion of the scheme and client use of community resources and integration into the community.

- Collaborate with housing providers to ensure a high standard accommodation and physical environment and that all areas are attractive, clean and well maintained. Ensure that repairs are promptly reported. Escalate matters in line with the Service Level Agreement if repairs have not been completed within allocated time scales and / or to the client's satisfaction.

- Promote the safety of people we support and colleagues, and a culture of positive risk management which balances the protection of vulnerable people with the necessary opportunities to enjoy a fulfilling life.

Managing People

- Encourage individuals and teams to find their own solutions and to take responsibility for their work.

- Assess team's performance and guide their personal and professional development.

- Maintain knowledge and practice of all statutory procedures.

- Manage staff performance including attendance at work, poor performance, grievance and disciplinary matters and to investigate complaints, producing accurate reports including problem solving and learning.

Meet all Regulatory Requirements

- Be accountable for the safe delivery and accurate recording of care in line with legislation, the Care Quality Commission (CQC) and our company policies.

- Ensure that policies and regulations pertaining to management of buildings, fire safety, food safety, personal hygiene and infection control, environmental health, general safety and security are adhered to by staff, tenants and visitors.

- Understand and monitor health and safety in the workplace.

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Key Tasks, Responsibilities and Accountabilities (continued)

Representing the MioCare Group

- Represent the company as required by attending meetings, conferences and networking opportunities to promote and raise awareness of the Group's services.

- Uphold the highest ethical standards, observe confidentiality, exercise discretion and maintain the ethos of the company.

This list of duties is not exhaustive, and you will likely be required to undertake additional ad hoc duties for which any required or relevant training and support will be provided.

Employment is conditional on receipt of a satisfactory DBS, two references from your most recent employment and proof of qualifications. All new appointments are subject to a six-month probationary period.

(Please continue for Person Specification)

Person Specification

	Selection criteria	Assessment Method
Education and Qualifications (essential)	• NVQ Level 5 in Health and Social Care or equivalent (or willingness to work towards). • Full UK Valid Car Driving Licence and use of own vehicle for business use.	CV / Interview
Experience (essential)	• Management experience in care/health sector. • Successful experience of assessing and developing staff. • Experience of working with electronic care planning and rotas. • Experience of managing budgets and financial information. • Experience of managing accommodation services for people with complex needs.	CV / Interview
Knowledge (essential)	• A good understanding of current Care Quality Commissions (CQC) regulatory framework and functions. • A good understanding of person-centred planning and the care and support needs of people with complex and behaviours of concern.	CV / Interview
Knowledge (desirable)	• Knowledge and experience of, tenancy sustainment, promoting independence and safeguarding.	CV / Interview
Skills and abilities	• Good verbal and written communication skills with the ability to produce clear and concise reports. • Good interpersonal skills, and ability to interact effectively at all levels within the Group. • Ability to create positive relationships with people we support, carers and professionals. • Self-motivated with ability to work on own initiative or as part of a team. • Ability to work under pressure to meet agreed deadlines across portfolio. • Good organisational and time management skills. • Energetic, enthusiastic and highly motivated. • Strong leadership and ability to have difficult conversations where appropriate. • Suitably proficient IT skills and ability to work with a variety of electronic systems.	
Personal attributes	• A positive can-do attitude. • Drive to improve the experience for people who receive care. • Able to manage changing priorities and be productive with own time and that of others. • Open, honest and prepared to learn from experience. • A creative thinker with a positive approach who is responsive to change. • A highly motivated self-starter.	CV / Interview

(Please continue for Person Specification)

Terms and Conditions

Job Title:	Deputy Resource Manager
Service:	Supported Living
Contract:	Permanent
Base:	Oldham
Hours:	35 hours per week
Salary:	From £34,433 - £38,220 per year (pro-rata) (Additional enhancement for unsociable hours may apply)
Holidays:	Annual entitlement is 25 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.