



Information Pack

Community Support Worker (Supported Living)



Introduction



An introduction to the MioCare Group

Hello, and thank you for downloading this Information 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.

Our new **#FutureFocus** strategy sets out the Group's objectives, with a primary focus 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 refreshed values and strategic pillars...

Our values: Inclusive → Dedicated → Collaborative → Aspirational

Our pillars:

1. Outstanding care
2. Workforce as a strategic asset
3. Service model evolution
4. Growth-driven financial sustainability
5. Digital and data-enabled care

You can read more about the pillars 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 an **Oldham 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



● Our **5** strategic pillars ●



1 Outstanding care

To move beyond great, person-centred care as our baseline to become a sector-leading organisation shaped by the people we support, our workforce, and our partners.

2 Workforce as a strategic asset

To ensure MioCare has a confident, capable and engaged workforce that can deliver outstanding care, adapt to change and support growth.

3 Service model evolution

To ensure MioCare's service models continuously adapt to current and future needs, remain outcomes-focused and deliver best-in-class practice.

4 Growth-driven financial sustainability

To generate sufficient, sustainable surplus to enable investment, resilience, autonomy and improved outcomes for the people we support.

5 Digital and data-enabled care

To use digital systems, data and insight to support better decisions, improve productivity and enable more personalised, effective care.



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 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: 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 people we support 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 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 people by offering support and guidance to fellow workers and other professionals through liaising with people we support, 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. To ensure that people we support and their carers are encouraged to voice their aspirations and concerns and make decisions about their everyday lives while liaising with relevant people that can provide support e.g. advocates / care management / other relevant professionals involved in their care.

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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 agreed risk assessments and identify any changes required to people's ongoing needs. To work within people's care plans, designed and agreed with the people we support, and contribute to the regular review of those plans.

12. To support and enable people who require assistance with personal care and physical tasks such as administering medication alongside emotional and spiritual wellbeing, while maintaining dignity and respect at all times.

13. To support the health and safety of yourself, people we support 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 people's needs to your manager or other designated persons and ensure compliance with confidentiality and data protection requirements.

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:

People we support, carers, colleagues 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.

(Please continue for Person Specification)

Person Specification



	Selection criteria (Essential)	Selection criteria (Desirable)	Assessment Method
Education and Qualifications	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
Experience	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
Skills and Abilities	Ability to liaise and interact with people we support, parents, carers, health and social care staff, voluntary and other agencies and advocate on behalf of people we support. Ability to work independently / lone work and as part of a team. Ability to support vulnerable people with mental health problems, challenging behaviour, autism, ABI (Acquired Brain Injury), a learning disability, with personal care / practical assistance. Developed verbal and written communications skills to be able to work with people we support, and to follow people's risk assessments, care plans, medication plans and other social care records. The ability to provide care and support, which respects individual's rights, choice, privacy and dignity.	-	AF/I
Knowledge	Knowledge and understanding of the needs of clients with mental health problems, challenging behaviour, autism, ABI (Acquired Brain Injury), learning disability. Knowledge of Health and Safety Legislation. Knowledge and understanding of the importance of security and confidentiality.	-	AF/I
Work Circumstances	Will be required to work to a rota which covers 7 days a week including weekends and bank holidays sleep-in duty. A willingness to take on responsibilities and duties of other staff, when emergency cover is needed which may be at alternative establishments. The post is subject to a DBS (Disclosure and Barring Service) Check.	-	AF/I

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

Terms and Conditions



Job Title:	Community Support Worker (Supported Living)
Contract	Permanent
Base:	Oldham
Hours:	Various part-time contracts available
Salary:	From £14.72 per hour (Pay Award pending) Plus additional enhancement for unsociable hours.
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.