MioCare Group

Information Pack

Care Worker

(Extra Care)



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

#FutureFocus

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

- Wide-ranging wellbeing support
- 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

The Service and Role

Care Worker

(Extra Care)

Are you motivated, committed and ambitious?

Do you have the expertise to make a difference in the lives of people living in one of Oldham's Extra Care Housing schemes?

Being a **Care Worker** in MioCare's **Extra Care** team 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.

Working alongside **Housing 21** and **Oldham Council** we provide a care service to older people living in their own homes within one of our six Extra Care schemes:

Aster House (Coldhurst), **Charles Morris House** (Failsworth), **Hopwood Court** (Shaw), **Old Mill House** (Grotton**), Tandle View Court** (Royton), **Trinity House** (Coldhurst)

Extra Care housing is designed with the needs of older people in mind. Residents living in the six aforementioned schemes have their own self-contained homes and access to on-site personal care, delivered MioCare staff. Our service is regulated by the Care Quality Commission and was last **rated as 'Good'** in all areas.

Care Worker contracts in our Extra Care Service are for 20, 25 or 30 hours per week, with **variable shifts between 07.00 – 23.00, over a seven-day rota.**

You do not need to be a driver, as you will be part of a team that's based in one of the six schemes outlined above.

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.

As a Care Worker, you will provide a range of personal, social, emotional and practical care tasks for the wellbeing of wellbeing of people we support and their carers. You will share our values and have a passion for providing the highest quality care, enabling the people we support to exercise control by maximising their independence.

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



You can contact Ian via email or telephone: **Email: Ian.Hulse@oldham.gov.uk | Phone: 0161 770 8777**

Please continue for full Role Profile, Person Specification and Terms and Conditions

Role Profile

Role Purpose

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.

Key Relationships

Service Leads, Supervisors and Lead Care Workers

Main Accountabilities and Responsibilities

1. To work in accordance with Care Quality Commission (CQC) and MioCare Group policies and procedures.
2. To comply with the requirements of the Health Professional Councils (HPC) Code of Practice for Social Care Workers.
3. To have a knowledge and understanding of Older Peoples Services.
4. To ensure quality of service by offering support and guidance to colleagues and other professionals.
5. To attend and contribute to staff meetings, induction, supervision and appraisals.
6. To undertake any identified training relevant to the role.
7. To work independently and as part of team to ensure effective service delivery.
8. To ensure that people we support and their carers are encouraged to voice their aspirations and concerns and make decisions about their everyday lives.
9. To ensure the health and wellbeing of people we support through high-quality care, while reporting and recording concerns to the relevant people.
10. To assist and support Lead Care staff in the safe administration of medication, in accordance with medication policies and procedures.
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 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.
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.
15. To actively promote the equality and diversity agenda in the workplace and in service delivery.
16. 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
Education and Qualifications	-	NVQ 2 or equivalent.	CV/Interview
Experience	Experience of working unsupervised and as part of a team.	Experience of working in the care sector.	CV/Interview
Skills and Abilities	Ability to communicate effectively. Produce clear and accurate daily records with the ability to present verbal and written information to colleagues about the people we support. Good 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 they are comfortable.	-	CV/Interview
Knowledge	Awareness of safeguarding issues and the management and reporting of them. Awareness of health and safety requirements in a care setting and how to mitigate risk. Awareness of the importance of data protection, confidentiality and information security.	Basic knowledge of Care Quality Commission (CQC) requirements.	CV/Interview
Work Circumstances	Shift working (this includes some evenings, weekends and Bank Holidays on a team rota basis). This post will be subject to an enhanced DBS.	-	CV/Interview

(Continue to next page for Terms and Conditions)

Terms and Conditions

Job Title:	Care Worker (Extra Care)
Contract	Permanent
Base:	Oldham
Hours:	20, 25 or 30 hours per week (variable shifts between 07.00 - 23.00, over a seven-day rota)
Salary:	£13.10 per hour Payment is made on a shift basis, not based on contact time.
Holidays:	Annual leave entitlement is 29 days (pro-rata – based on a full-time contract of 37 hours per week) including Bank Holidays. The holiday year runs April 1st – March 31st.
Pension:	A 6% employer pension contribution payable by the company into the company's pension scheme. This is dependent on a minimum employee contribution.