MioCare Group

Application Pack

Helpline Operator / Responder

(Helpline and Response Service)

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.

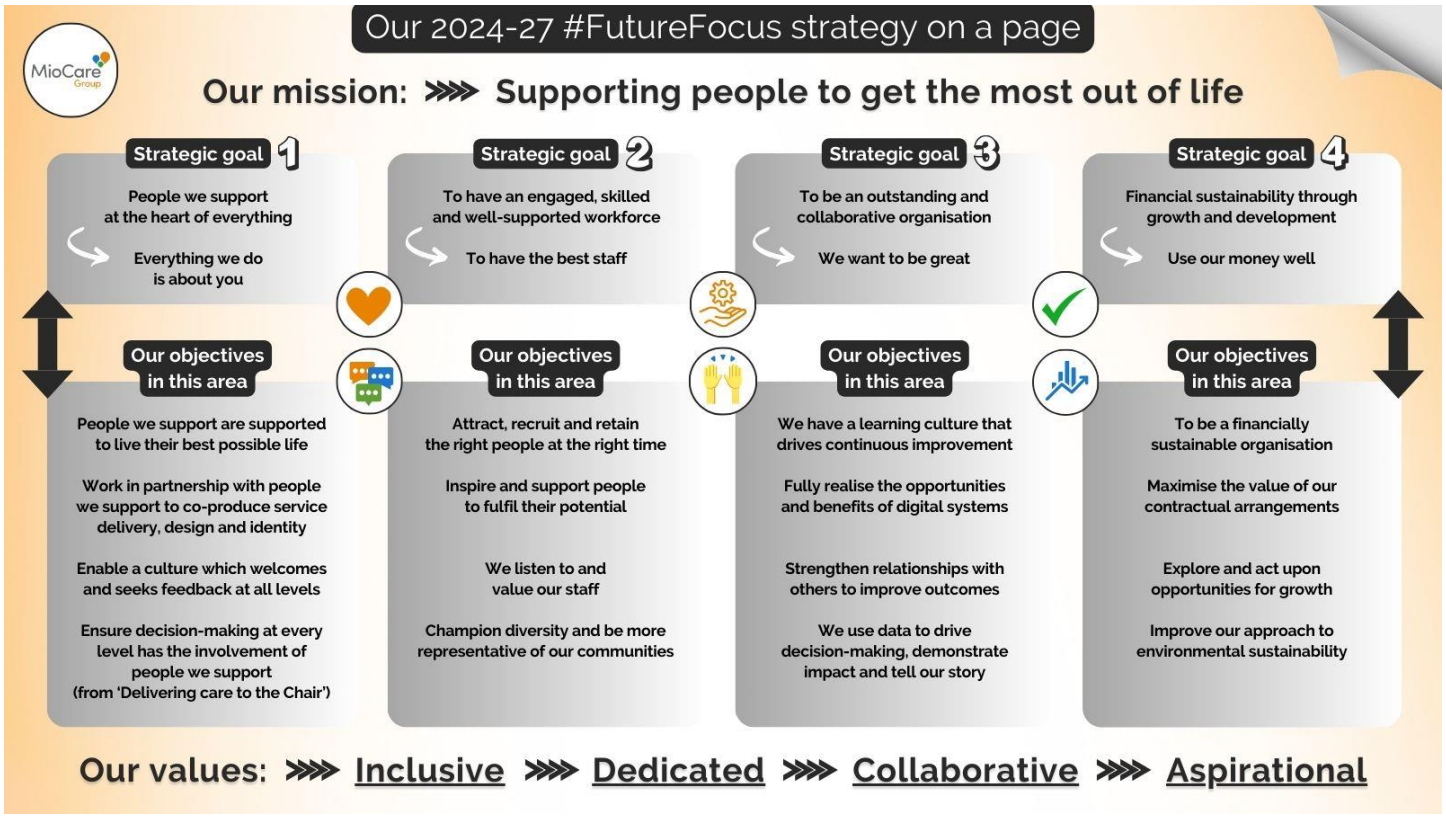
With over 600 employees across the Group, we pride ourselves on being an ethical and caring organisation, ensuring people are supported and rewarded appropriately. We are an accredited **Employer of Choice** and continue to be a committed **Real Living Wage** employer. We also hold a **Bronze Award from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

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

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.

David
Helpline Operator / Responder

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 us for an informal chat.

Call the number below to speak to one of our Helpline and Response Service Managers or Coordinators:

Phone: 0161 770 5189

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

Role Profile

Role Purpose

To respond to community alarm calls by communicating with customers in their own homes via an electronic community alarm system.

To record information on the Electronic Call Monitoring System, monitor the calls and data and provide a service that meets the requirements of company policies, procedures and guidelines.

Respond to community alarm emergency calls by attending customers' homes to enable individuals to live safely and independently.

Support customers with personal care needs when required.

To install appropriate equipment for customers in order for them to remain independent and safe within their home and community.

Provide a service that meets the requirements of the Care Quality Commission (CQC), departmental policies, procedures and guidelines.

Key Relationships

Line Manager:	Resource Managers
Direct Reports:	N/A
Other key contacts:	Helpline and 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

Key Tasks, Accountabilities and Responsibilities

- Respond to all incoming calls via the community alarm system by listening to caller's needs, assessing and recognising requirements through a triage procedure, providing an appropriate response in the form of advice, reassurance, information or the summoning of specialised assistance, as necessary.
- Monitor emergency calls initiated by other means such as smoke detectors, gas detectors, thermostats, pressure pads etc and respond as appropriate.
- Ensure community alarm and equipment information and orders for repairs are entered and updated accurately and consistently on the relevant system and are allocated to appropriate staff where necessary.
- Provide data as required by the Manager.
- Complete system checks, liaising with service engineers as necessary, complying with procedures, reporting all faults promptly.
- Monitor regular response users with their agreement and as part of an arrangement made by a Care Manager or Social Worker.
- Be responsible for the security and safety of required equipment used within the working day.
- Carry out system administration daily, ensuring that all relevant information is updated as required.
- Be responsible for the assessment and installation of equipment in a variety of settings.
- Respond to emergency calls in the community providing a safe and appropriate response.
- Assess and provide an appropriate response in the form of advice, reassurance, physical support or the summoning of specialised assistance as necessary.
- Use emergency lifting equipment to deal with customers who have fallen after an assessment of injury has been completed, ensuring the person is safe and comfortable.
- Liaise with System Operators providing information regarding customer updates on the system.
- Liaise with System Operators reporting any identified risks regarding the customer, property or area.

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Key Tasks, Accountabilities and Responsibilities (continued)

- Respond to incoming requests from emergency social work teams or health colleagues i.e. providing services in a crisis situation.
- Respond to support required for Oldham Carers Emergency Support Service.
- Be responsible for the upkeep of the vehicles, reporting any faults to line manager.
- Be responsible for the manual handling equipment and reporting any faults to line manager.
- Work flexibly across all MioCare Group services and health services as and when required.
- Provide any other reasonable tasks within your job scale as instructed by your manager.
- Ensure the health and safety and welfare of self, colleagues and customers whilst working, reporting any concerns immediately to your line manager.
- Ensure the appropriate use, maintenance and storage of moving and handling equipment
- Attend regular supervisions, appraisals, team meetings and undertake training as required, including relevant qualifications.
- Maintain strict confidentiality of customer's information and circumstances.
- Provide continuity of service at shift hand-over time, by advising relief staff of any specific requirements for follow-up actions required.
- Work in accordance with hours of service, determined by the management team.
- Maintain the security of individual's homes.
- Work in accordance with the policies and procedures of the organisation and relevant legislation including confidentiality and health and safety policy guidelines.
- Undertake any other duties appropriate to the purpose of the post required by the company.
- Be familiar with customer care and ensure that the organisations policies and procedures relevant to this are adhered to.
- When competent, undertake recording measurements including blood pressure and urine tests in the home. A clinician will make the decision for further action to be taken.
- When competent, complete simple dressings and assessment of patient's tissue viability as delegated by a registered nurse.
- Participate in the induction of new staff.

General Duties

- Maintain a record of all customer contacts, service requests received and responded to, by logging the type of call, the date, time and the action taken.
- Update data to a high standard of accuracy that has been shared over the telephone .
- Input new customer details and amend information as and when new details are received.
- Receive and respond to calls from customers to ensure that reassurance, comfort and assistance is provided in a calm and friendly manner irrespective of ethnic origin, gender, disability or circumstances.
- Provide continuity of service at shift hand-over by advising relief staff of any specific requirements for follow-up action.
- Work in accordance with hours of service determined by the management team.
- Maintain the security of the Control Centre and office at all times, in accordance with agreed procedures, identifying problems or defects and reporting them promptly.
- Participate in staff meetings and training sessions as required and provide support to new colleagues i.e. shadowing and basic instruction.
- Provide assistance when required to other workers (e.g. Emergency Duty Social Worker, Wardens etc).
- Work in accordance with the policies and procedures of the organisation and relevant legislation including confidentiality and Health and Safety policy guidelines.
- Ensure personal safety and that of others.
- Undertake any other duties appropriate to the purpose of the post required by the organisation.
- Be familiar with customer care and ensure that the organisations policies and procedures relevant to this are adhered to.
- Deal with emergency calls, providing care with dignity and respect, with an empathetic approach.
- Be familiar with customer care and ensure that the organisations policies and procedures relevant to this are adhered to.

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Response and Operator Duties

- Respond to calls directed to you by the System Operator.
- Use relevant equipment to help with any moving and handling issues that may occur, ensure all manual handling procedures are adhered to.
- Report back to the System Operator of any issues that may need logging or needing further assistance.
- Complete a vehicle check at the start and end of each shift and report any defects.
- Ensure all equipment i.e. phones and all moving, and handling equipment is fully charged and in good working order.
- Provide emergency care to customers in a crisis situation.
- Maintain technical systems in the control room and report any faults.

Standard Duties

- Actively promote the equalities and diversity agenda in the workplace and in-service delivery.
- Uphold and implement policies and procedures of the company; including customer care, data protection, finance, ICT, safeguarding, health and safety, complaints and compliments policies.
- Actively engage with the behaviours and values of the company.
- Adhere to the relevant quality standards.
- Undertake continuous professional development and to be aware of new developments, legislation, initiatives, guidelines, policies and procedures as appropriate to the role.
- Undertake any additional duties commensurate with the level of the post.
- Suggest areas for service and process improvement.

Special Conditions

- DBS disclosure required – enhanced

Note; the MioCare Group operates a no smoking policy that all staff are required to comply with.

Hours are to be worked according to the needs of the service and will involve working on variable night shifts to cover a 24/7 service. There will be occasions when you will be required to alter your workday at short notice to cover for sickness, annual leave or other eventualities.

(Continue to next page for Person Specification)

Person Specification

	Selection criteria (Essential)	Assessment Method
Education and qualifications	NVQ Level 2 in Health and Social Care or achievement within two years.	Application Form / Interview
Experience	Experience of working in an adult health and social care provision and supporting customers who are vulnerable. Experience of working within a customer orientated environment. Experience of communicating with a variety of people face to face and via the telephone. Experience of carrying out clerical and administration tasks. Experience of working as part of a team to achieve common objectives.	Application Form / Interview
Skills and abilities	Must have an understanding of the key issues involved in assessing and meeting the needs of customers. Ability to converse at ease with members of the public, customers, other professionals and provide advice in accurate spoken English. Ability to deal with sensitive phone calls that may be emotional or distressing. Ability to complete work logs and operational reports. Ability to communicate effectively verbally and in writing, including work logs, operational reports and liaising with the public, colleagues and other professionals. Ability to prioritise own workload effectively and work to specific deadlines and work calmly under pressure in an emergency situation. Identify and act on solutions to problems, dealing confidently with difficult situations. Ability to work as part of a team and on own initiative. Ability to understand the process of risk and be responsible for completing risk assessments. Ability to take ownership and responsibility for own area of work and take appropriate actions. Ability to work without the need for routine approval of day to day decisions and actions from managers. Must have an understanding of the key issues involved in assessing and meeting the needs of customers. *(Continued on next page)*	Application Form / Interview

	Selection criteria (Essential)	Assessment Method
Skills and abilities (continued)	The ability to undertake moving and handling tasks. The ability to utilise computers and computer-based information and administration systems. Must have knowledge and understanding of equipment and systems.	Application Form / Interview
Knowledge	Understanding of Care Quality Commission (CQC) standards. Good geographical knowledge of the Oldham borough. Demonstrate a clear understanding of health and safety. Must have an understanding of the key issues involved in assessing and meeting the needs of customers. Knowledge of the MioCare Group's policies and procedures.	Application Form / Interview
Work circumstances	Ability and willingness to work a shift system 365 days a year, 24 hours a day. Required to work flexibly to meet the needs of the service and requirements of the post. Must be able to access the full range of customer homes and work flexibly across all health and care establishments as required. Must possess a current, valid driving licence with an ability to drive a company vehicle. Note; the MioCare Group operates a no smoking policy that all staff are required to comply with.	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 Operator / Responder
Contract	Permanent
Service/location:	Helpline and 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:	28 hours per week (between 7am – 11pm over seven days)
Salary:	From £14.72 per hour (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)