



Information Pack

Reablement Support Worker (Community Reablement Service)



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 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



David
Helpline Operator
/ Responder

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.

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 Reablement Managers:

Phone: 0161 770 8246

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

Role Profile



Role Purpose

To provide support to customers (and their families and carers), completing tasks that will promote and maintain their physical, mental and emotional health, enabling them to remain in their own home.

You'll work as an effective member of the team that provides high-quality service seven days a week, promoting independence while meeting the requirements of the Care Quality Commission (CQC), and MioCare's departmental policies, procedures and guidelines.

Key Relationships

Line Manager:	Community Reablement Service Manager
Direct Reports:	N/A

Main Accountabilities and Responsibilities

- To assist with the monitoring, implementation and evaluation of care plans and reablement programmes.
- To complete written records as required with people we support, their carer(s) and family, following discussions regarding agreed goal planning. Complete departmental reablement paperwork and maintain confidentiality.
- To encourage individuals to maintain optimum independence including providing support in all decision making related to their care.
- To provide flexible, personal and practical support (inclusive of personal care needs) which is respectful of people's privacy and dignity and in line with their assessed need.
- To support customers and their carers to cope with the psychological effects of any loss of independence or long-term disability or illness, recognising when to pass concerns on to a senior member of the team.
- Ensure the appropriate use, maintenance and storage of equipment supplied for the customer's reablement programme. As part of the monitoring process alert a senior staff member if an equipment reassessment or repair is required.
- Attend staff meetings, supervisions, appraisals, reviews and development days as required.
- Maintain accurate records, contribute to reviews/assessments and team meetings and liaise with other agencies and professionals such as social workers, nurses and therapists when required.
- To promote awareness of and respect for equality and diversity in accordance with MioCare Group policies and procedures.
- When competent, undertake recording measurements including blood pressure and urine tests in the home. A clinician will make the decision if further action is required.
- When competent, complete simple dressings and assessment of patient's tissue viability as delegated by a registered nurse.
- Work flexibly across all MioCare Group services as and when required.
- Participate in the induction of new staff.
- To actively promote the equalities and diversity agenda in the workplace and in-service delivery.
- To uphold and implement policies and procedures of the company, including Customer Care, Data Protection, Finance, ICT, Safeguarding, Health and Safety, Complaints and Compliments Policies.
- To actively engage with the behaviours and values of the company
- To adhere to the relevant quality standards.
- To undertake continuous professional development and to be aware of new developments, legislation, initiatives, guidelines, policies and procedures as appropriate to the role.
- To undertake any additional duties commensurate with the level of the post.
- To suggest areas for service and process improvement.

No job description can be entirely comprehensive, and the post holder is expected to carry out other duties as required which are broadly consistent with the job description.

(Continue to next page for Person Specification)

Person Specification



	Selection criteria (Essential)	Assessment Method
Education and Qualifications	NVQ Level 2 in Health & Social Care or achievement within two years.	CV / Interview
Experience	Relevant experience of providing support to a vulnerable person in either a paid or voluntary capacity. Experience of liaising with other agencies.	CV / Interview
Skills and Abilities	Effective interpersonal skills with customers, carers and professional colleagues. Effective communication skills including the ability to write concise, accurate notes and short reports. The ability to follow verbal and written instructions. Ability to maintain confidentiality. The ability to work both on own initiative, unsupervised and as part of a team. Ability to seek guidance/support using the day to day planned supervision process. Ability to demonstrate sensitivity to the needs of people in distress and manage occasional highly charged emotive situations. The ability to undertake moving and handling tasks. Ability to challenge anti-discriminatory practice and attitudes. Basic budgeting skills.	CV / Interview
Knowledge	An understanding and awareness of the reablement processes which allow customers to live independently in the community. Knowledge of health and safety issues. Knowledge of Health and Social Care	CV / Interview
Work Circumstances	Must be able to drive, have a valid driving licence and be willing to use your own car for business use. Will be required to work on a rota basis which covers evening/bank holidays and weekends between the hours of 7am – 11pm. Must be able to access the full range of customer homes and work flexibly across all health and care establishments as required. Commitment to ongoing lifelong learning and self-development through training and self-motivated activities.	CV / 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:	Reablement Support Worker
Contract	Permanent
Service/location:	Community Reablement 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:	20 or 25 hours per week (variable shifts between 7am – 11pm)
Salary:	From £15.21 per hour Plus: - Additional enhancement for unsociable hours - Essential car user allowance - Paid mileage
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)