



## Application Pack

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# Assessment and Reviewing Officer (Medlock Court)



# Introduction



## An introduction to the MioCare Group

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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



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

- 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

# 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...

*Supporting and enabling people to be as independent as they can be is very rewarding. Working alongside health colleagues in an integrated team at Medlock Court allows us all to provide the best possible support we can to the people who need it.*



**Karen**  
Care Assistant



**Harry**  
Business Support  
Officer

*Working for the MioCare Group at Medlock Court really is a pleasure. It's an environment where you know you are having a positive impact on people's lives – you see it daily. You are truly part of a team with colleagues who have got your back.*

*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 the Residential Reablement Service Manager – Claire Maylor – for an informal chat.

You can contact Claire via email or telephone:

Email: [Claire.Maylor@oldham.gov.uk](mailto:Claire.Maylor@oldham.gov.uk)

Telephone: **0161 770 5081**

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

# Role Profile



## Role Purpose

To support the Service Managers to deliver a high-quality Residential Reablement Service, that meets the needs of people we support. To work with people we support, carers and other professionals in completing assessments, reviewing, monitoring and recording progress throughout a stay with us at Medlock Court. Visit individuals in hospital and/or at home to assess needs and ensure suitability.

To assist the management team in ensuring the expectations of commissioners and the Care Quality Commission (CQC) is met through compliance with policies and procedures and excellent professional standards. To alert and report any issues or cause for concern to the line manager and to provide an environment where both people we support and colleagues can thrive.

## Key Relationships

<b>Line Manager:</b>	Service Managers
<b>Direct Reports:</b>	None

## Main Accountabilities and Responsibilities

**To undertake such additional duties as are reasonably commensurate with the level of the post.**

### Key Tasks

#### Physical Care

Assisting individuals with toileting, washing, dressing, personal hygiene and mobility according to their needs. To support with medication as directed by GP or consultant.

To ensure safe storage of medication and keep accurate records in line with the medication policy and in accordance with agreed care plans and liaise with the appropriate medical professionals as necessary.

To undertake medication audits/checks in accordance with procedure and report any discrepancies or concerns to manager and Pharmacy ensuring the safety of the person at all times.

When competent, undertake low level health tasks, recording measurements accurately. A clinician will make the decision if further action is required.

#### Individual Development

Assist and encourage the individual development of people we support with regard to domestic, emotional and social skills in order to attain set goals and to record outcomes and achievements towards independence. To complete assessment of risks and monitor and update individual care plans whilst maintaining accurate records for audit and data collection purposes.

#### Recording Skills

To monitor and review relevant paperwork pertinent to people we support i.e. medication recording charts, service plans, finance logs etc. To maintain accurate and detailed written supervision records and complete direct observations with support staff.

#### Health and Safety

To follow health and safety guidelines in accordance with the company's policies and procedures. Complete, monitor, update and implement risk assessments in partnership with the management team. Ensure good practice in relation to infection control, ensuring that support workers use appropriate PPE and maintain a safe clean working environment.

*(Continued on next page)*

## Main Accountabilities and Responsibilities (continued)

### **Liaison**

To liaise with carers, other professionals, internal and external agencies, local community and promote positive communication ensuring best outcomes for those we support.

To report regularly to line manager on progress and to notify them of any areas of concern, change in needs, etc. To undertake and participate in staff/team meetings and contribute to wider forum. To undertake and participate in supervision, appraisal, attend multi-disciplinary meetings and care review meetings as required.

### **Operational Management**

To assist managers in the daily operational management of the service, staff and resources. To compile rotas in line with allocations and current care plans. To anticipate and react to changing needs by adjusting allocations accordingly ensuring best value and most appropriate use of resource. To report any changes in need to line manager. To provide supervision, guidance, direction to staff, including the induction of new members to the company.

Work flexibly across all MioCare Group services and health services as and when required.

### **Confidentiality**

To adhere to national, corporate and departmental policies and procedures regarding confidentiality and the management of and sharing of information.

### **Hours of Work**

To work a range of shifts to meet the needs of people we support including evenings, weekends and Bank Holidays as required.

### **Standby Duties**

To undertake as required.

### **Training and Development**

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

### **General Duties**

- To actively support equality and diversity in all areas of work as appropriate.
- To promote and maximise opportunities for client participation in all areas of work as appropriate and in line with person-centred planning.
- To be familiar with customer care and the MioCare Group's health and safety policies.
- To actively participate in self-improvement in performance through supervision and workplace development / training.
- To ensure that communication, both internal and external is both timely and effective and that matters are reported appropriately to the line manager.
- To ensure that resources are utilised appropriately and for maximum benefit.
- Assist with the daily operational management of the establishment, staff and resources under the direction of the line manager.

Of note: the details contained in this job description reflect the content of the job at the date it was prepared. However, it is inevitable that over time, the nature of individual jobs will change, existing duties may no longer be required, and other duties may be gained without changing the general nature of the duties or the level of responsibility entailed. Consequently, the company will expect to revise this job description from time to time and will consult with the post holder at such times.

*(Continue to next page for Person Specification)*

# Person Specification



	Selection criteria (Essential)	Selection criteria (Desirable)	Assessment Method
<b>Education and Qualifications</b>	<ul style="list-style-type: none"> <li>• A willingness to undertake QCF Level 3 in Health and Social Care, if not already achieved.</li> <li>• A willingness to undertake training as appropriate to the role.</li> </ul>	<ul style="list-style-type: none"> <li>• QCF Level 3 in Health and Social Care.</li> </ul>	CV / Interview
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of managing situations in a calm manner with a solution-focused approach.</li> <li>• Experience of motivating and encouraging colleagues and people they support to participate in individual reablement programmes.</li> <li>• Experience of working with people with complex/non-complex needs, other agencies, professionals, care management and health services.</li> <li>• Experience of monitoring and supervising staff, offering appropriate guidance and advice with support from the line manager.</li> <li>• Able to work flexibly across all health and care establishments as required.</li> </ul>	-	CV / Interview
<b>Skills and Abilities</b>	<ul style="list-style-type: none"> <li>• Ability to create positive relationships people we support, carers and stakeholders.</li> <li>• Ability to support the company and management team to be compliant with all statutory regulations (including those of the Care Quality Commission) through good practice, robust audit schedules and an adherence to policies and procedures.</li> <li>• Ability to understand and manage the process of risk management and be responsible for the risk assessment process.</li> <li>• Suitably proficient IT skills and ability to work with a variety of electronic systems and procedures e.g. Mosaic.</li> <li>• Appropriately competent communication skills, both verbal and written.</li> <li>• The initiative to prioritise own workload and evidence good time management skills and the ability to demonstrate positive leadership qualities.</li> <li>• Ability to produce clear concise reports including care plans for people we support, risk assessments, updates on electronic systems, amending and reviewing where appropriate.</li> <li>• Ability to carry out physical tasks as required, meeting service demands.</li> <li>• Sufficient numeracy skills to deal with non-complex finance records and data recording.</li> </ul> <p><i>(Continued on next page)</i></p>	-	CV / Interview

	<b>Selection criteria (Essential)</b>	<b>Selection criteria (Desirable)</b>	<b>Assessment Method</b>
<b>Skills and Abilities (continued)</b>	<ul style="list-style-type: none"> <li>Ability to compile rotas which consider the changing needs of people we support and reflect allocations, ensuring effective use of resources.</li> </ul>	-	CV / Interview
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>An understanding of the concept of reablement and the needs of people we support. A commitment to providing care as per the company's ethos and values.</li> <li>Ability to demonstrate a good knowledge and understanding of assessing functional abilities, formulating care plans, effective goal setting and the ability to review and monitor progress.</li> <li>Good understanding of the Care Quality Commission (CQC) regulations, standards and key Lines of enquiry.</li> <li>A good understanding and commitment to non-judgemental and anti-discriminatory practice.</li> </ul>	<ul style="list-style-type: none"> <li>Good understanding of reablement and changing needs of social care.</li> <li>Good understanding and perception of what the role entails, with the ability to adapt, change and challenge as appropriate, building resilience and learning through development.</li> </ul>	CV / Interview
<b>Work Circumstances</b>	<ul style="list-style-type: none"> <li>The ability and willingness to work flexibly including evening and weekends, to form part of an out-of-hours standby service as and when required.</li> <li>The post will be subject to an enhanced Disclosure and Barring Service (DBS) checks and references.</li> <li>Appointments are subject to satisfactory completion of a probationary period, normally six months.</li> </ul>	-	CV / Interview

**N.B. Any candidate with a disability who meets the essential criteria will be guaranteed an interview.**

# Terms and Conditions



<b>Job Title:</b>	Assessment and Reviewing Officer (ARO)
<b>Contract</b>	Permanent
<b>Service/location:</b>	Residential Reablement Service (based at Medlock Court, Medlock Way, Lees, OL4 3LD)
<b>Hours:</b>	30 hours per week
<b>Salary:</b>	From £16.23 per hour  (plus additional enhancement for unsociable hours)
<b>Holidays:</b>	Annual entitlement is 25 days plus Bank Holidays (pro-rata)  The holiday year runs 1 <sup>st</sup> April – 31 <sup>st</sup> March.
<b>Pension:</b>	A 6% employer pension contribution payable by the company into the company's pension scheme. This is dependent on a minimum employee contribution.