



Information Pack

Transfer of Care Officer (Community Reablement)



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

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
Lead 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 be an integral part of the Transfer of Care Hub based at Royal Oldham Hospital helping support with referrals in and to assist with the effective and timely triage of referrals following discharge from an acute setting.
- To support the priority of care following senior clinical triage and manage the processing of referrals within set parameters.
- To be responsible for a designated caseload of patients to enable the delivery of a comprehensive Discharge to Assess Service, taking the lead on supporting community care through reablement and identifying appropriate bed-based placements through community reablement and bed-based facilities.
- To be an advocate for patients within a framework for health and social care for safe and timely discharges, empowering patients and families to self-care and the use of voluntary services.
- To work with other professionals in triaging assessments and arranging placements for patients being discharged to the most appropriate setting for their needs.
- The post holder will liaise with professionals across acute, community and partner organisations, including referrals from out of area acute and private hospital settings to improve access to community services for the people of Oldham requiring support to be discharged from acute care with ongoing support needs.

Key Relationships

Line Manager:	Transfer of Care Hub Lead
Other Professionals:	Community Services, Acute Settings (including out of area), Urgent Care Hub, Primary Care Services
Direct Reports:	None

Main Accountabilities and Responsibilities

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

Key Tasks

- To ensure effective internal and external two-way communication with patients, carers and all other health, educational and social care professionals regarding aspects of patient care, identifying goals and baseline ability, providing advice or support to meet the patient's needs. To speak to patients (on the wards), referrers and other professionals, ask questions and positively challenge inconsistencies in information if needed.
- To recognise and respond appropriately to urgent and emergency situations and implement crisis care planning following an acute episode.
- To assess, plan, implement and evaluate the physical, social and psychological condition of the patient and/or carer on discharge from hospital identifying any safeguarding concerns and acting accordingly.
- Ability to access and gather information through different computer systems to screen assessments and triage complex and noncomplex patient referrals, in discussion with the senior clinical lead participating in the clinical decision-making process to determine the pathway required.
- To deliver individual discharge plans as determined by qualified health professionals.
- Experience of working with complex individuals with the ability to undertake screening of information received.
- To monitor daily the referral inbox and referrals that are pending due to not being medically optimised.
- To identify and order high-level equipment and assistive technology to support complex discharges into residential/nursing care homes/own homes.
- To display personal accountability towards problem solving with a solution-focused approach and to recognise and accept accountability beyond job role.

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Main Accountabilities and Responsibilities (continued)

Key Tasks (continued)

- Liaise with community services, medical professional, patients and families to ensure needs are met and appropriate placements are made.
- To engage in wider MDT working to ensure transfer of care to community health and social care providers to prevent hospital re-admissions.
- Experience of partnership working within and across various statutory and non-statutory teams and agencies.
- To support and engage development change management in line with health and social care policies.
- To collate operational data for audit purposes.

Recording Skills

- To maintain accurate, comprehensive and up to date documentation, in line with legal and departmental requirements.
- To undertake data collection effectively re delayed discharged using agreed system.
- Complete triage information when assessments are completed. Enter information onto Care Control, Mosaic, System 1 and other data gathering systems.
- Evidence decision making for placements through caseload management skills.

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.

Liaison

- To liaise with other professionals, internal and external agencies, local community and promote positive communication ensuring best outcomes for those we support.
- Proactively personalise the service, connecting with patients and carers maintaining a strength-based approach.
- Communicate effectively with patients, families and colleagues.
- To report regularly to line manager on progress and to notify them of any areas of concern. 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 review meetings as required.

Operational Management

- To assist the Manager in the daily operational management of the service, staff and resources. To anticipate and react to changing needs by adjusting and prioritising those in most need whilst ensuring safety. To provide guidance, direction to staff, including the induction of new members to the company.
- Work flexibly across all Community 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 patients' needs including evenings, weekends and Bank Holidays as required.

Training and Development

- To undertake training as appropriate to the post.

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Main Accountabilities and Responsibilities (continued)

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 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
Education and Qualifications	• NVQ Level 2 in Health and Social Care. • A willingness to undertake training as appropriate to the role.	• NVQ Level 3 in Health and Social Care. • Trusted Assessor.	CV / Interview
Experience	• Experience of managing situations in a calm manner with a solution-focused approach. • Experience of motivating and encouraging staff and patients. • Experience of working with complex individuals with the ability to undertake screening of information received. • Experience of working with multi-agencies, including health professionals, care management and acute/primary care services. • Experience of mentoring staff, offering appropriate guidance and advice with support from the line manager. • Able to work flexibly across all health and care establishments as required.	-	CV / Interview
Skills and Abilities	• Ability to assess, plan, implement and evaluate the physical, social and psychological condition of the patient and/or carer. • Ability to recognise and respond appropriately to urgent and emergency situations and implement crisis care planning following an acute episode. • Excellent communication skills, both verbal and written and the ability to create positive relationships with other professionals and stakeholders. • Ability to display personal accountability towards problem solving with a solution-focused approach and to recognise and accept accountability beyond job role. • 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. • Ability to understand and manage the process of risk management and be responsible for the risk assessment process. <i>(Continued on the following page)</i>	-	CV / Interview

	Selection criteria (Essential)	Selection criteria (Desirable)	Assessment Method
Skills and Abilities (continued)	• Suitably proficient IT skills and ability to work with a variety of electronic systems and procedures e.g. Mosaic and System 1. • The initiative to prioritise own workload and evidence good time management skills and the ability to demonstrate positive leadership qualities. • Ability to produce clear concise reports including assessment plans, risk assessments, updates on electronic systems, amending and reviewing where appropriate. • Ability to carry out physical tasks as required, meeting service demands.	-	CV / Interview
Knowledge	• An understanding of the concept of reablement and the support needs of patients. A commitment to providing care as per the company's ethos and values. • Ability to demonstrate a good knowledge and understanding of assessing functional abilities, formulating a discharge plan. • Good understanding of the Care Quality Commission (CQC) regulations, standards and key Lines of enquiry. • A good understanding and commitment to non-judgemental and anti-discriminatory practice. • Knowledge and understanding of safeguarding policy requirements and Care Act legislation.	• Good understanding of reablement and changing needs of social care including the D2A ethos. • 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.	CV / Interview
	• The ability and willingness to work flexibly including evening and weekends, to form part of an out-of-hours standby service which supports staff and customers as and when required. • The post holder must have a full driving licence and a car available for use. • The post will be subject to an enhanced Disclosure and Barring Service (DBS) checks and references.	-	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:	Transfer of Care Officer
Contract:	Permanent
Service/location:	Community Reablement Service (role based at Royal Oldham Hospital and Spindles Town Square Shopping Centre, Oldham)
Hours:	Full-time; 36.66 hours per week
Salary:	From £14.72 per hour (Pay Award pending) Plus additional enhancement for unsociable hours.
Holidays:	Annual entitlement is 25 days plus Bank Holidays. The holiday year runs 1 st April – 31 st 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.