



Information Pack

Deputy Manager Shared Lives Oldham



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

Role Profile



Role Purpose

As a Deputy Manager, you will play a key role within our Shared Lives scheme, working with our dedicated team to provide a high-quality service to adults with varying needs and their carers.

You will take the lead in managing the day-to-day work of the team, deputising for the Registered Manager where required whilst also managing your own caseload.

You will work collaboratively with colleagues and partners to ensure appropriate and successful matches between carers and people who need support are made and maintained. This will include recruitment, training and providing ongoing support to our network of carers as well as to those who are cared for.

You will be an ambassador for our successful and vibrant scheme and will fully embrace the family ethos we promote.

Key Relationships

Line Manager:	Shared Lives Oldham Registered Manager
Direct Reports:	Shared Lives Oldham Care Coordinators
Other:	Colleagues across the MioCare Group, commissioners, social workers and other professionals and our Shared Lives Carers and people who receive care through the Shared Lives Oldham scheme

Main Accountabilities and Responsibilities

- To oversee in managers absence the day-to-day work of the team of Care Coordinators, providing support, advice and guidance as well as allocating and monitoring casework for team members.
- To provide a proactive and appropriate response to any safeguarding issues raised in the Registered Manager's absence.
- To coordinate and lead the annual carer review process.
- To manage a personal caseload of often complex individuals and carers working with all parties concerned to ensure the best outcomes.
- Support the delivery of services that meet CQC regulations, Fundamental Standards, and adult social care compliance requirements, maintaining CQC registration and promoting high-quality, safe, and effective care.
- To deputise for the Registered Manager when required at internal and external meetings and to represent and promote the Shared Lives scheme in a positive and professional manner.
- To provide occasional out of hours support for the scheme as part of an on-call rota system with colleagues.
- To play an active role in the recruitment and training of carers, supporting the work of the approvals panel and ensuring that the matching processes meets the needs of all individuals through a range of assessments, checks and care planning processes.
- To maintain strong ongoing relationships with individuals and their carers, leading on carer reviews and re-assessments across the team and providing support where needed to help maintain ongoing successful matches within the scheme and/or identifying opportunities for alternative or step down support arrangements where possible.
- To plan and deliver a programme of audits and compliance checks to ensure high quality standards are met and maintained, investigating any incidents or issues and ensuring learning is embedded in practice.
- To keep up-to-date with your own professional knowledge and skills, engaging with learning and development opportunities of all types.
- To work safely and in line with relevant health and safety policies and to maintain confidentiality, honesty and integrity at all times.
- To be flexible in your approach to team work and supporting others.

(Continue to next page for Person Specification)

Person Specification



	Selection criteria (Essential)	Selection criteria (Desirable)	Assessment Method
Education and Qualifications	• Relevant qualification at Level 4 or above in Health and Social Care or equivalent.	-	CV / Interview
Experience	• Extensive experience of managing a complex caseload in a busy and demanding environment. • Experience of managing a team and/or leading and coaching others to achieve their best. • Experience of working with individuals with a range of care and support needs. • Experience of working with other health and care professionals to achieve good outcomes. • Experience of working in a regulated environment. • Experience of reviewing systems and processes, identifying and managing change to support continuous improvement.	• Good working knowledge of the Care Quality Commission (CQC) regulations and standards. • Experience of undertaking Care planning and creating comprehensive risk assessments.	CV / Interview
Skills and Abilities	• Ability to create positive and trusting relationships with people we support, carers colleagues and partners. • Ability to motivate others, providing appropriate support, advice and guidance. • Ability to assess complex information, problem solve and prioritise work appropriately. • Excellent communication skills both in person in writing, with the ability to convey sometimes difficult information in a variety of ways to suit different audiences. • Suitably proficient IT skills and ability to work with a variety of electronic systems and procedures.	-	CV / Interview
Knowledge	• A good understanding of Shared Lives Plus guidance and procedures and a commitment to its ethos and values. • Good working knowledge of Care Act Assessment processes and procedures including carers assessments and associated legislation. • Able to demonstrate a good knowledge and understanding of the care and support needs of people with varying learning and physical needs. • Able to demonstrate a good understanding and commitment to non-judgemental and anti-discriminatory practice. <i>(Continued on the following page)</i>	-	CV / Interview

	Selection criteria (Essential)	Selection criteria (Desirable)	Assessment Method
Work Circumstances	- The post holder must have a full driving licence and a car available for use, unless disability requires you to use alternative transport. - The post will be subject to an enhanced Disclosure and Barring Service (DBS) checks and references. - Ability and willingness to work flexibly, including evening and weekend work when required. - All successful applicants must be prepared to comply with the MioCare Group health and safety policies and attend all relevant statutory training as required. - The MioCare Group is committed to diversity and inclusion, and all staff must demonstrate respect for and appreciation of differences in ethnicity, gender, age, national origin, disability, sexual orientation, education, and religion. - There is an expectation that applicants can demonstrate a record of regular attendance (excluding illness linked to disability and pregnancy). - Appointments are subject to satisfactory completion of a probationary period, normally six months.	-	CV / Interview

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

Terms and Conditions



Job Title:	Deputy Manager
Service/location:	Shared Lives Oldham (based at Ena Hughes Resource Centre, Failsworth, M35 9AD - the post will carry a caseload which will involve borough-wide travel)
Contract:	Permanent
Hours:	Full-time; 36.66 hours per week
Salary:	From £34,433 – £38,220 per year
Holidays:	Annual entitlement is 25 days plus Bank Holidays 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.