

TEMPORARY STAFF GUIDE

The aim of Psychological Solutions Consultancy is to promote the skills and expertise of psychologically trained workers and to ensure that all temporary staff are motivated by our offering of varied assignments and competitive rates of pay. This guide has been designed to help you to enhance your work opportunities with us.

TIMESHEETS/PAY

Timesheets must always be signed by a senior/manager/shift leader and handed in by Monday afternoon at 3pm.

The White copy (1st sheet) must be sent to us; The Blue copy is to be handed to the client and the Pink copy should be retained by you.

Your wages will be paid directly into your bank account either on a fortnightly or monthly basis (to specify your preference please contact our office).

IDENTITY CARDS

In all social care settings you should be able to confirm who you are and your right to be in attendance. You are therefore required to carry an identity card showing your photograph, signature and registration number.

Clients may ask to see your identity card if they do not know you. This should not cause offence. You should recognize that the client is only taking sensible precautions.

Your identity card is valid for 6 months from the date of issue and it is vital that you renew your identity card before it expires.

If you stop working for Psychological Solutions at any time you must return your identity card to the office.

CONFIRMATION OF BOOKINGS/CONTRACTS

We aim to confirm all your bookings in writing, either by email or post. We will provide details of your pay rate, pay date and reporting instructions.

SKILLS/QUALIFICATIONS/VERIFICATION

It is your responsibility to update us with any new skills or qualifications you have gained since registering your details with us. You should telephone your consultant and provide copies of certificates etc.

AVAILABILITY

Unfortunately, we cannot ring all our temporary staff to confirm their availability, so please ensure that you phone to inform us of changes in your availability.

SICKNESS PROCEDURE

You must telephone our **office** on **(020) 7720 5754** or our **emergency line** on **07940 099 247** so that we can arrange cover; in addition to this we strongly advise that you contact the client/shift leader as a means to ensure that they have enough time to arrange cover, whether it be through us or via their own Bank Staff team.

CONDUCT

It is important that you arrive on time. Remember, if you are doing shift work it is likely that when your shift starts you will be reliving another individual who has just finished a 8-9 hour shift. They will not want to be kept any longer especially because of someone who has problems with managing their time.

DRESS CODE

Always dress appropriately for your job and environment. If you are uncertain, we are only a phone call away.

WORKING HOURS

A maximum average working week of 48 hours over 7 days, normally worked out over a reference period of 17 weeks. Any worker can agree to work over the limit, provided the agreement is in writing. It must be possible for the worker to terminate the agreement. The minimum notice to be given by the worker, as part of the agreement, is seven days, and the maximum allowed is three months. We will keep records showing all workers who have agreed to work in excess of 48 hours and the average working time per week of each of these people since the written agreement came into effect. The latter records need to be kept for two years.

Employees working on a **Student Visa** are not allowed to work for more than 20 hours each week during term-time, do business, be self-employed or provide services as a professional person.

Rest Breaks

- A daily rest of 11 hours consecutively in every 24 hour period worked;
- 24 hours rest in every seven days, averaged over two weeks;
- 20 minutes when working more than six hours, or a period to be agreed;
- Where work is monotonous, 'adequate' rest breaks.

HOLIDAYS

- **Paid holiday** of four weeks to be given **after 13 weeks continuous service**;
- workers will begin to accrue their holiday after the 13 weeks, and the employer may restrict any holiday to that which has been accrued at the time of the request for holiday;
- We insist on twice the number of days being taken in paid holiday as notice;
- We do not make payments in lieu of holiday (within the statutory minimum) which has not been taken at the end of the statutory year. There is nothing to stop holiday in excess of the minimum being carried forward, providing the minimum has been taken in that holiday year.
- pay is the average pay over the 12 week period prior to the holiday
- Part timers get pro-rata holidays.

STATEMENT OF PURPOSE

To respect the uniqueness of each individual and adhere to the Psychological Solutions Equal Opportunities Statement. To interact with clients in an appropriate and professional manner, respecting physical, mental, emotional, social, cultural and spiritual needs.

To improve and maintain professional knowledge and competence at all times.

Always to act in such a manner to promote and safeguard the interests and well-being of the clients in our care. To ensure that no action or omission within our area of responsibility is detrimental to the interests, condition and safety of your client.

To work at all times in a collaborative and co-operative manner with all other professional co-workers involved in client care.

HEALTH & SAFETY

in the interest of your own personal safety please ensure that you familiarise yourself with the Health and Safety procedures at each establishment.

Upon arrival at the establishment in which you are to work ask the Manager/Supervisor if there are any specific procedures related to the establishment.

It is imperative that you familiarise yourself with the establishments fire procedure and positioning of all fire points and exits.

CONFIDENTIALITY AGREEMENT

You have a duty and obligation to safeguard confidentiality of the client and the agency. Never discuss the client's condition, drug, possessions, etc., or anything, which could harm the client with anyone who, does not have a right to receive such information.

Confidentiality may only be breached where it is demonstrably in the client's interest, or where there is an overriding concern for the rights of other people, when for example, the behaviour of the client may endanger others.

MANUAL HANDLING

As a temporary worker you should be trained in Manual Handling. If you have not yet completed this training please inform your consultant. This section on Manual Handling is not intended to substitute a course. It is designed to act as a reminder for those who have already completed training in this field.

You should be aware of the risks involved in handling patients and minimize any danger to yourself. Remember the reason for correct Handling/Lifting and moving of clients are:

1. to **PROTECT** your **BACK**
2. for the **CLIENTS COMFORT**
3. to make the lift **EASY**

YOU – THE HANDLER

- Think before you act.
- Assess the client.
- Do Not lift clients unnecessarily.
- Show clients how to help themselves – e.g. hip patients use arms and a good leg.
- if the client requires lifting decide on which method and how many lifters or equipment you will need.
 - when using a two-person lift, the two lifters should ideally be the same height.
 - get as close to the client as possible.
 - Select appropriate grasp- fingers, wrist, forearm, or elbow grasp
 - Position your feet- place them apart and good balance – face-leading foot in direction you are going.
- Keep your back straight, head up and tummy in.
- Decide on a leader for lift.
- Straighten your knees to lower client.
- Lift and lower client gently – do not jerk as it can damage you and the client.