

Temporary Workers Handbook & Frequently Asked Questions

CALL PROHEALTH ON 01202 736455 or 24 hour line on 07866 506776
Unit C, Mitre Court, 16 Commercial Road, Poole, Dorset, BH14 0JW



Introduction – About Prohealth

At Prohealth Recruitment, your career is important to us and in order to enhance this, our philosophy is to ensure we build long term partnerships to provide you with the best job opportunities today and for your future. We not only want you to enjoy your job but feel that you have become part of our team.

We offer our staff competitive pay rates, holiday pay, staff mentoring, 24 hour support line and ongoing guidance for your personal training & development needs.

At Prohealth Recruitment we work with a vast range of healthcare professionals to include:-

Healthcare Assistants	Complete range of nursing positions	Support Workers
Senior Health Care Assistants	Support Workers	Area Managers
Team Leaders	Team Managers	Activities Coordinators
Deputy Managers	Registered Home Managers	

Our customer include

NHS Acute Hospitals	NHS Community Hospitals	Private Hospitals
Residential Care Homes	Nursing Care Homes	Supported Living Establishments

The Handbook

This handbook has been designed to answer the many questions you will have prior to commencing work and during the assignments that you undertake on our behalf. It outlines what you can expect from us and also what we expect of you. Please keep this in a safe place as you may need to refer to it from time to time. If you have any additional questions that are no answered in the handbook, please do not hesitate to contact us when we will be only too happy to assist.

Your Questions Answered

1. How will I be notified of work?

Once you have met with one of the Prohealth team and we have verified that you are **fully** registered, vetted and CRB cleared to commence work, we will contact you to discuss any opportunities that match your skills. When we contact you we will provide you with comprehensive details of the customer requirements, this will include details of the role, its duration, hours of work, dress code, customer facilities and the pay rate associated with the position. This information will also be provided to you in writing. It is important when working on a temporary basis through Prohealth that you are flexible with your working hours and honest with us about your availability.

If you are no longer looking for work through Prohealth, we would also appreciate you advising us by telephone on 01202 736455 or by email to care@prohealthrecruitment.com so that we can update our records.

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2. How do I receive payment for the work I do?

Your bank details will be recorded on your files at time of registration and you will be paid directly into your bank account by BACS (electronic transfer) weekly in arrears on a Friday. If you don't have a bank account, you will be paid by cheque, but we would require you to open a Bank Account ASAP. It is possible to specify a bank account of a family member to which your pay can be credited but we would require signed authorisation by you and the account holder. If your bank details change, it is your responsibility to advise us.

You will receive a weekly payslip in the post to your home address as held on our records. This will show the number of hours that you have worked, rate(s) of pay, your gross pay and then statutory deductions (Tax and NI) plus any non-statutory deductions such as mileage or travel costs. We are required by law to deduct Income Tax (PAYE) and National Insurance (NI) from your wages.

As a temporary worker you get paid for the hours that you actually work, as recorded on your timesheet, you are not paid for breaks unless this is specifically agreed by the client.

3. Tax - P45/P46/P38/P60's?

If you have been employed prior to working with us your last employer should send or give you a P45 form. This will be in 3 parts, part 1a marked Copy for Employee should be retained for your reference, and parts 2 & 3 should be passed to Prohealth Recruitment. If you do not have a P45, we will provide you with a P46, you will be required to complete and sign page 1 and then send or give this back to us without delay. If you are a student in full time education and you won't be earning more than your annual tax free allowances in the current tax year, you should ask us for a P38, which will mean that we won't have to deduct any tax or NI. If you do none of the above, we will have to apply a Basic Rate (BR) tax code which could result in you paying too much tax.

Once you have completed your contract, we can issue you with a P45 on request.

A P60 is issued in accordance with Inland Revenue guidelines and is issued to people working in the final week of the tax year.

4. Will I be offered Overtime?

You may be offered overtime work but this can never be guaranteed. It varies from client to client. Overtime work will normally attract a premium rate of pay but again this varies considerably from client to client.

If you are offered overtime please advise Prohealth Recruitment immediately as it is important for us to ensure that you have opted out of the 48 hour working week limit enforced by the Working Time Regulations.

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5. How do I complete my Timesheet?

Prohealth Recruitment will provide you with a weekly timesheet, either by post or email (whichever you prefer). Or alternatively you could download a copy from the Document Download section of our website under the heading 'Looking for Work'. We recommend that you complete your timesheet daily by entering your start and finish time, then subtracting time spent on lunch breaks and providing a total of the hours worked for that week –NOTE: our working week is Monday to Sunday. It is vital that you ask your Supervisor/Team Leader/Manager to sign off your timesheet at the end of your working week and then fax to us at 08448 112727. All timesheets must be received no later than 10am on Mondays morning.

6. What if I need time off work?

If you are unable to attend work for any reason, it is your responsibility to contact Prohealth Recruitment by telephone on the first day of your absence and prior to when your assignment would start. We will then contact the client to advise that you will not be at work. If the client requests an immediate replacement and you are no longer needed for this assignment, we will inform you and endeavour to find you alternative work when you are ready. Please use the main Prohealth number 01202 736455 or 24 hour line on 07866 506776. If you are off sick and want to claim Statutory Sick Pay (SSP) you will need to obtain a Self Certification Form (download from <http://www.hmrc.gov.uk/forms/sc2.pdf> or collect from a doctor's surgery or DHS office), please note that you will only be paid for your 4th day of sickness onwards. If you are absent for longer than seven days, you will need to provide a medical certificate signed by your GP to cover your entire absence from work. NOTE you will be unable to work during the period covered by your sick note.

In certain instances, you may be required to go through a 'Back to Work' procedure and this being the case, a member of the Prohealth Team will advise you.

Please note that holiday pay and SSP cannot be paid at the same time.

7. What about maternity, paternity, parental and family leave?

Please contact the Prohealth Team who will advise you of your entitlement, applicable at that time. Should you become pregnant whilst working through Prohealth, please advise us immediately so that we can ensure that the job you are doing does not pose any risk.

We will also require a Maternity Certificate (MATB1), confirming your due date, this will be issued by your GP.

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8. Will I be entitled to Holiday Pay?

Entitlement starts from the first day of your employment and you are entitled to 5.6 weeks paid holiday (inclusive of Bank Holidays) a year if you work full time hours (pro rata if working part-time).

It is up to you to let us know when you want to take your holiday entitlement and you will be required to complete a holiday request form, which can be made available to you by calling Prohealth Recruitment or from the Document Download section on our website at www.prohealthrecruitment.com. It is courteous and good practice to provide us with as much warning as possible, as a minimum, we require that you give as much notice as the number of days you wish to take. Prohealth Recruitment can, at their discretion, refuse and/or reject a request for paid annual leave.

Our holiday year starts on 1st January and ends on 31st December. You will need to take all your paid holiday entitlement between these dates as it cannot be carried over into another holiday year. Furthermore, holiday pay will only be paid out on hours worked that do not attract overtime. There is no cash alternative and you cannot carry out any assignments for Prohealth during a period of annual leave. This is to ensure that you take your full entitlement in the manner in which the Working Time Regulations intended.

9. Conduct?

You are representing us to our clients and we expect you to behave in a professional manner at all times whilst you are on assignment. You will work under the direction and control of our client's staff and you must comply with all rules, regulations, processes and procedures etc. pertaining to that client's site. Should you have any problems and feel you wish to raise the issues, please do so by contacting the Prohealth Team. Any instances of theft, fraud, deceit, aggression, abuse of alcohol, drugs or other substances in the work place or even at home if it impacts on your ability to work, will result in your engagement with Prohealth Recruitment being terminated. This could severely damage your chances of gaining further work when future employers take up references.

10. Dress Code?

You should dress appropriately for your role and responsibilities. If you wish to clarify dress code or purchase a Prohealth uniform, please do not hesitate to contact one of the Team. Generally speaking, if a Prohealth tunic is worn, you will be required to wear black/navy/grey trousers/skirt, black/navy shoes with flat or low heel that offers support to the foot (sandals or backless mules are not suitable).

Please only wear minimal jewellery i.e. Wedding Band with no stones, one small pair of earrings and no facial piercing, long hair must be tied back and nails must be short, clean and without varnish. Watches must be pinned into pockets or a Fob watch is acceptable.

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11. Termination?

Whilst working through Prohealth Recruitment you will do so under a Contract for Services, which means that you are not, in UK law, regarded as an employee of either the Agency (in this case Prohealth Recruitment) or our client. Your assignment can be terminated at any time, on either side, without notice. We would however urge you to advise us ASAP if your circumstances change and you are no longer able to complete your assignment.

12. Who is responsible for Health & Safety?

Prohealth Recruitment Solutions are a corporate member of the REC and as such must comply with the REC Code of Professional Practice.

Principle 5 is Respect for Safety and as such, we will act diligently in assessing risks to work seekers and clients and will not knowingly put at risk candidates, clients or others.

We are committed to advising work seekers whenever we have reason to believe that an engagement may cause a risk to health and safety.

We also ask our temporary staff to apply common sense within the working environment and if you feel you wish to raise a potential issue with regards to Health & safety, please contact the Prohealth Team.

Please be aware that if you are required to travel as part of your role, i.e. other than drive to and from work, you will need to obtain car insurance for business use.

13. What happens if I have an accident?

If you have an accident at work, it must be recorded in the company's accident book. It is also imperative that you contact Prohealth Recruitment within 24 hours, who will ensure the accident, is recorded on your records.

14. Data Protection

In the UK there are strict laws in place to control what personal information/data an employer or Agency can hold and how it manages this information/data and what rights of access you have to this. As an Employment Agency & Business we need to hold personal information in our files and on our computer systems in order to function effectively and provide you with the level of service you would expect with regard to us finding you suitable temporary work or permanent jobs with our clients.

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15. Confidentiality

Information that you have access to during your assignment that relates to the company or staff working for the company, whether financial, personal, technical or operational, must NOT be disclosed to anyone except in carrying out your normal duties.

16. Stakeholder Pension

A stakeholder pension is a type of low-charge pension. You can buy a stakeholder pension from a commercial financial services company, such as a bank, insurance company or building society. However, as a company we are required by law to offer you access to a Stakeholder Pension Scheme.

17. REC Code of Practice

Prohealth Recruitment is a corporate member of the Recruitment Employment Confederation (REC) Nursing & Social Care Team and as such follows the REC Code of Practice, a copy of which is available on request

18. Equal Opportunities

Prohealth recruitment is committed to a policy of equal opportunities for all work seekers and shall adhere to such policy at all times and will review on an ongoing basis all aspects of recruitment to avoid unlawful or undesirable discrimination. We will treat everyone equally irrespective of sex, sexual orientation, marital status, age, disability, race, colour, ethnic or national origin, religion, political beliefs or membership or non membership of a trade union.

To help us monitor the effectiveness of this policy you are requested to complete this form and return it with your application form. This monitoring form will be detached from your application form and will be kept separately from the information to be used in the selection process.

19. Complaints procedure

We are always interested in your views about our services and how we provide them. We will listen carefully to any views that you put forward and if problems are identified we will take remedial action (as per our Complaints Procedure).

Thank you for joining the Prohealth Team, we hope that you enjoy working with us, just remember that we are here to support you!

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