

BEING A GOOD EMPLOYER GUIDE

APPENDIX DOCUMENTS

A toolkit for employing Personal Assistants



www.rotherham.gov.uk

JOB DESCRIPTION

JOB TITLE:

REPORTING TO: (Your name)

LOCATION:

Home care in the **(do not put your address but the area where your home is located)** area.

NATURE OF THE JOB ROLE:

To assist with a variety of tasks which will support the employer to live an independent personal and social life.

MAIN DUTIES:

PERSONAL DUTIES:

DOMESTIC DUTIES:

SOCIAL DUTIES:

These duties may vary from day to day.

Any other reasonable duties that may be necessary.

HOURS OF WORK:

(List the days and hours of work – you can add 'flexible hours to be mutually agreed' if you choose)

RATE OF PAY:

(If the hours include evenings, sleepovers or weekends, list the different rates of pay)

QUALIFICATIONS AND EXPERIENCE:

Essential:

(List the essential qualifications and experience you need your employee to have e.g. driving licence, car and appropriate insurance, knowledge of a particular language or culture, able to swim, nursing qualification.)

Preferred:

(List the qualifications and experience you would like your employee to have e.g. computer literate, good communicator, likes dogs, experience of this type of work.)

SAMPLE JOB APPLICATION FORM

Surname (block letters):

Other names:

Address:

Telephone:

EDUCATION AND TRAINING

Details and results of any examinations taken:

Further education (e.g. technical college, evening classes):

Any craft or other training:

EMPLOYMENT HISTORY

1. Present employer address:

Job title:

Duties:

Rate of pay:

Date employed from:

to:

No approach will be made to your present employer before an offer of employment is made to you.

Please tell me about other jobs you have done and about the skills you used and/or learned in those jobs:

Please tell me why you have applied for this post and give examples of things you have done that make you particularly suited to this job:

Have you ever been convicted of a criminal offence? YES / NO (Declaration subject to the Rehabilitation of Offenders Act 1974)

If you have a disability please tell me about any adjustments I may need to make to assist you at interview:

Please tell me if there are any dates when you will not be available for an interview:

I can confirm that to the best of my knowledge the above information is correct. I accept that providing deliberately false information could result in my dismissal.

Signature:

Date:

LETTER INVITING CANDIDATES FOR AN INTERVIEW

Your name
c/o Direct payment advisor /
Job Centre / PO Box*

Date

Name of applicant

Address of applicant

Dear **(applicant's name)**

Personal assistant position

Further to your application for the position of personal assistant, I would be delighted if you could attend an interview on **(date)** at **(time)** at **(address)**.

Please write to the above address to confirm that you are able to attend.

(You may want to include a map for the location of the interview.)

(If you are paying people's interview expenses put the details here).

I look forward to seeing you.

Yours sincerely,

(Your name)

* Use the return address you used for applications, not your own address

INTERVIEW CHECKLIST

Complete this checklist to prepare for an interview:

- Arrange a venue.
- Think about a trial run; interviewing is just as stressful as being interviewed.
- If required, arrange assistance with interviewing.
- List interview questions.
- Plan the length of interview.
- Think about how formal or informal you want to make it.
- Prepare information to conclude the interview.

SAMPLE INTERVIEW QUESTIONS

QUESTIONS

An interview is an exchange of information, therefore, it is important to listen and give the person a chance to speak and ask clear questions.

Don't assume anything, either in terms of giving or getting information.

Interview questions – choose a few from the following list and add your own:

- Do you have any questions about the job description?
- I see that you don't have direct experience of this kind of work, but people often have other experience. For example, some people have members of their family, or friends, or maybe neighbours who are disabled in one way or another. What experience of working with disabled people do you have?
- If you were out with me and someone persisted in ignoring me and spoke only to you, how would you react?
- I will need to tell you how to do things in the way I want them done. How do you think you would cope with this?
- How would you react if you have done something and I want it done again in another way?

- What if I ask you to do something, and you think there is another way to do it that you would prefer – what would you do?
- If we did have a difference of opinion, how do you think you would deal with this?
- What qualities and experience do you have that you think would make you a good personal assistant?
- Would you be interested in further training?
- Have you been on any relevant training courses? If so, what and when?
- Would you be prepared to be called on at short notice to do more than your usual hours, e.g. if another personal assistant is off sick?
- What shifts would you prefer, e.g. days, nights or a mixture?
- What are your hobbies/interests?
- Do you have a car? Would you be prepared to use it for work?
- Would you consider part-time or relief work?
- Do you have any questions?

If you have pets you might want to mention them. Some people have allergies and could not work with pets.

If relevant you should ask why they are leaving, or have left, their current or last job.

You should mention any other things you enjoy doing such as gardening, socialising and ask if the personal assistant would be prepared to do this as part of their job.

CONCLUDING THE INTERVIEW

You should also explain the following:

- Pay and conditions and any rota system you have worked out in advance.
- Contract of employment.
- When/how they will hear if they have been successful or not.

- That you will take up references for them before appointment.
- Tell them that if they are successful relevant Disclosure and Barring Service (DBS) checks will be carried out before they can start work.

LETTER OFFERING THE JOB

Your name
c/o Direct payment advisor /
Job Centre / PO Box*

Date
Name of applicant
Address of applicant

Dear **(applicant's name)**

Offer of employment

Further to your recent interview, I am pleased to be able to confirm the following offer of employment, subject to satisfactory references.

Job title:	Personal assistant
Hours of work	(insert hours of work)
Annual leave	(insert number of days/hours)
Probationary period	(insert number of weeks)
Salary	(insert salary)
Start date	(insert start)

I would be grateful if you could confirm your acceptance in writing or by phone.

Yours sincerely,

(Your name)

* Use the return address you used for applications not your own address

LETTER FOR AN UNSUCCESSFUL APPLICANT

Your Name
C/o Direct payment advisor /
Job Centre / PO Box*

Date
Name of applicant
Address of applicant

Dear **(applicant's name)**

Thank you for attending the interview held on (date) for the position of personal assistant, I regret to inform you that you have not been successful on this occasion.

(If you are offering people feedback on why they didn't get the job, say so here and give details as to how they can contact you.)

Thank you for your interest in the role and I hope you find a suitable position in the near future.

Yours sincerely,

(Your name)

* Use the return address you used for applications not your own address

LETTER REQUESTING A REFERENCE

Your Name
C/o Direct payment advisor /
Job Centre / PO Box*

Date
Name of referee
Address of referee

Dear (referee's name)

RE: (employee's name)

The above named has applied for a position of personal assistant and has given your name as a referee.

I would be grateful if you would kindly answer the following questions, along with any relevant additional comments that you may care to offer, and return in the enclosed stamped addressed envelope.

Has this person experience relating to the enclosed job description within their current role with you?

How reliable has this person been whilst working for you?

What periods of sick leave has this person had and what were the reasons?

May I take this opportunity to thank you for your co-operation and assure you that this information will be treated in the strictest confidence.

Yours sincerely,

(Your name)

* Use the return address you used for applications, not your own address

SAFETY IN THE HOME CHECKLIST

Checklist procedure:

- The checklist should be completed annually.
- The checklist will also require completion each time there is a change to the environment.

Name:

Home address:

Date checklist complete:

	Satisfactory yes/no	Comments / actions required
Are doorways clear of obstacles?		
Do staircases have clear and easy access at all times?		
Are there any loose carpets on floors or staircases?		
Are there any overloaded sockets?		
Is there adequate ventilation?		
Is the heating adequate and controllable?		
Is lighting adequate?		
Is there any equipment that does not function properly?		
Any trailing or damaged flexes?		
Any damaged sockets?		
Does your personal assistant use visual display equipment?		
Do you have suitable and accessible fire-fighting equipment?		
Has it been serviced within the last year?		
Does your personal assistant have adequate space to complete their work?		

Will your personal assistant have to excessively stretch or bend to complete tasks?		
Do you and your personal assistant have all the emergency contact numbers you require?		

Signed:

RISK ASSESSMENT

Step 1 What are the hazards?	Step 2 Who might be harmed and how?	Step 3 What are you already doing?
Spot hazards by: <ul style="list-style-type: none"> • looking at your 'safety in the home' checklist; • visiting the 'your industry' area of the HSE website or calling the HSE infoline; 	Identify possible people. Remember: <ul style="list-style-type: none"> • some workers have particular needs; • people who may not be in your home all the time; 	List what is already in place to reduce the likelihood of harm or make any harm less serious
<ul style="list-style-type: none"> • calling the Workplace Health Connect Advice line or visiting their website; 	Visitors; <ul style="list-style-type: none"> • think about how your work affects others present. 	
<ul style="list-style-type: none"> • checking manufacturer's instructions; 	See how the hazard could cause harm.	
<ul style="list-style-type: none"> • contacting your key worker. 		

Step 4 What further action is necessary?	Step 5 How will you put the assessment in action?	Step 6 Review date:
<p>You need to make sure that you have reduced risks 'so far as is practicable'. List what more needs to be done.</p>	<p>Remember to prioritise. Deal with those hazards that are high-risk and have serious consequences first.</p>	<p>Review your assessment to make sure you are still improving, or at least not worsening.</p> <p>If there is a significant change in your home, remember to check your risk assessment and, where necessary, amend it.</p>

CONTRACT OF EMPLOYMENT

Statement of main terms and conditions of employment

EMPLOYER'S NAME:

EMPLOYEE'S NAME:

DATE OF COMMENCEMENT OF EMPLOYMENT:

MAIN PLACE OF WORK: (insert your address)

JOB TITLE: PERSONAL ASSISTANT

DUTIES AND RESPONSIBILITIES:

As set out in the job description. The employer may require you to carry out other reasonable duties as required.

PROBATIONARY PERIOD:

There will be a probationary period of (***usually three months**). At the end of this period the position will be reviewed and if satisfactory the continuation of your employment will be confirmed. During the probationary period either party can terminate employment by giving one week's notice.

HOURS OF WORK:

Your hours of work will be
(Insert number of hours) weekday
hours **(Insert number of hours)**
weekend hours
(Insert number of sleepovers if required) sleepover(s)

There is a need for the employee to be flexible and these hours may be changed as required according to the employer's needs. Under these circumstances, where hours need to be changed or additional hours worked, the employer will give as much notice as possible.

LATENESS:

If you are going to be more than 10 minutes late you are required to contact the employer as soon as possible but at the very latest 30 minutes before you are due to start work.

SALARY:

As an hourly paid employee, your salary will be £ **(insert weekday hourly rate before National Insurance contributions or tax deductions)** for weekdays, £**(insert weekend hourly rate before National Insurance Contributions and tax deductions)** for weekends and bank holidays and £ **(insert rate for sleepover before National Insurance Contributions and tax deductions)** for sleepovers. Your salary is payable **(insert either monthly or weekly)** and will be paid on **(insert date of salary payment. If monthly it could be the third working day of the month or last Friday in the month for example. If weekly insert day of payment)** by **(insert direct payment into your bank/cheque/cash)**.

The employer will deduct National Insurance and Income Tax as required by law. The employer may also deduct any overpayment of wages or holiday entitlement.

PENSIONS:

You will be automatically enrolled into a pension scheme if you are eligible on the staging date.

TIME SHEETS:

You will be required to complete a **(insert either monthly / weekly depending on payment of salary)** signed time sheet and submit this to the employer on **(insert day of the month or week giving time to work out wages or send to payroll agency to ensure wages can be paid on the given date)**.

HOLIDAY ENTITLEMENT:

The holiday year is from **(insert holiday year – usually either 1 January – 31 December or 1 April – 31 March)**. Your holiday entitlement must be taken during this period. Payment will not be made for any unused holiday and these cannot be taken into the next holiday period.

The full amount of your holiday entitlement is **(insert number of weeks and days – 5.6 weeks is the minimum legal requirement)** per year pro-rata, per completed months employment.

One week being the equivalent of weekly hours worked.

(Bank holidays may be booked as holidays or will be paid at the weekend rate.)

Holidays must be agreed with the employer at least **(insert how many weeks – four weeks is usual)** in advance. You may not take more than **(insert number**

of days – 10 days is the usual) working days consecutively without the employer's prior written consent.

Should you leave employment and you have exceeded your holiday entitlement then this will be deducted from your final pay packet. If holiday entitlement is owed you will be paid for the outstanding entitlement.

(Take out if this is not appropriate) If it is agreed that you will accompany your employer on holidays as part of the required support, this time will be counted as working hours and you will not be expected to use your holiday entitlement.

SICK LEAVE:

If you are ill and unable to attend work you should inform your employer as soon as possible to enable other arrangements to be made.

You will be entitled to Statutory Sick Pay (**SSP**) on production of an Employee's Statement of Sickness (**form SC2**) which must be completed for sick leave of more than three days or a medical certificate for sick leave of more than seven days. These forms must be sent directly to your employer.

TERMINATION OF EMPLOYMENT:

During the probationary period either party requires one week's notice.

Up to two years of continuous employment you will be given one week's notice.

After two years continuous service you will be given one additional week's notice for each completed year up to a maximum of 12 weeks' notice.

After satisfactory completion of your probationary period you are required to give (**insert one month or four weeks'**) notice in writing irrespective of length of service.

The employer reserves the right to pay your basic salary in lieu of notice instead of requesting that you work your notice period. In these circumstances you may not be employed by any other person or company whilst receiving pay in lieu of notice.

The employer reserves the right to dismiss you without notice in cases of serious breach of the terms of your employment, gross misconduct or gross negligence by you.

CONFIDENTIALITY:

All information regarding the employer, the employer's family and the

employer's domestic or personal circumstances is strictly confidential and cannot be discussed with a third party without the employer's specific permission, or in an emergency situation.

The employer will hold personal information about you as personnel records. The employer will abide by the Data Protection Act and disclose this information only to the relevant third parties e.g. HM Revenue and Customs.

GRIEVANCE PROCEDURE:

If you have a grievance you should follow with the grievance procedure. For more information contact ACAS on T: 08457 47 47 47 or see their Grievance procedure guidance on www.acas.org.uk/grievance-procedure-step-by-step

DISCIPLINARY PROCEDURES:

Minor problems will be dealt with and resolved informally.

In cases of more serious problems, depending on the seriousness of the breach of the terms and conditions of the contract or conduct and performances of your duties, one of the following disciplinary actions may be taken.

- A verbal warning which will be confirmed to you in writing and recorded in your personnel file for a period of **(six months is usual, but you must specify)**.
- A first written warning, which will be confirmed to you in writing and recorded in your personnel file for a period of **(12 months is usual, but you must specify)**.
- A final warning which will be confirmed to you in writing advising that further misconduct could lead to dismissal and recorded in your personnel file for a period of **(12 months is usual, but you must specify)**.

DISMISSAL:

In case of gross misconduct there will be no period of notice given. If you are in your probationary period or first year of employment, only one warning is required before dismissal.

Before any of these actions are taken you will receive a letter setting out the details of the alleged misconduct and inviting you to a meeting to discuss the matter. You will have the right to be accompanied to the meeting by a work colleague or a trade union representative. After the meeting you will be informed if any further action will be taken. You should seek independent legal advice if you are to be dismissed from your role.

DISCIPLINARY FORM

1. PURPOSE OF THE POLICY

The aim of this policy is to support good conduct and performance. This policy sets out the action which will be taken when disciplinary rules are breached.

(Guidance notes 1: The purpose should remind people that the policy is not designed as a dismissal procedure, but as a means of encouraging personal assistants to meet a good standard.)

2. PRINCIPLES

If you are subject to disciplinary action:

- the procedure is designed to establish the facts quickly and to deal consistently with disciplinary issues. No disciplinary action will be taken until the matter has been fully investigated;
- at every stage you will be advised of the nature of the complaint, be given the opportunity to state your case, and to be represented or accompanied by an advocate of your choice **(this could be a fellow employee, a union representative or a friend);**
- you will not be dismissed for a first breach of discipline except in the case of gross misconduct, when the penalty will normally be dismissal without notice and without pay in lieu of notice;
- you have a right to appeal against any disciplinary action taken against you.

(Guidance Notes 2: Employers often lose at employment tribunals because they did not comply with the procedure – so always follow the procedure.)

3. INFORMAL DISCUSSIONS

Before taking formal disciplinary action, I will make every effort to resolve the matter by informal discussions with you. Only where this fails to bring about the desired improvement will the formal disciplinary procedure be implemented.

(Guidance notes 3: Make sure that personal assistants understand the difference between a routine complaint and action taken under the policy.)

4. FIRST WARNING

If your conduct or performance is unsatisfactory, you will be given a written warning. This warning will be recorded, but disregarded after **(X)** months of satisfactory work. You will be informed that a final written warning may be considered if there is no

sustained satisfactory improvement or change. (Where the first offence is serious, for example because it is having a serious harmful effect, I may move directly to a final written warning.)

(Guidance notes 4: It can be unfair to keep details of warnings on an employee's file indefinitely. Unless a warning is for a very serious matter, it should be disregarded after, usually six months to a year. The written warning should accurately record the warning given at the disciplinary interview. Do not write the warning before the interview.)

PAYSLIP

Name:							
Description	Hours	Hourly rate £	Total pay amount £	Description	Amount £	Description	Amount £
				Income tax		Total gross for tax (total to date)	
				National Insurance(NI)		Earnings for NI (total of earnings which qualify for NI)	
				Pension Contributions		Total gross pay (total to date)	
				Student loan repayment			
				Non-taxable deductions			
Gross earnings (total earnings to date)				Total deductions			
Total salary transferred (the total earning for this period minus the deductions)							

HOLIDAY REQUEST FORM

Name:			
Role:			
Annual holiday entitlement:		Days/hours:	

I wish to take the following holiday. Please deduct this from my annual entitlement:

From:		To:		Total number of days:	
Returning to work on:			Number of remaining days entitlement:		

I agree that holidays taken but not earned pro-rata in the current holiday year may be deducted from any final wage or salary.

If such payment does not equal this outstanding payment then I agree to reimburse the company directly and in equal amount.

Signed:	
Date:	
Approved:	
Date:	

ABSENCE AND LATENESS RECORDING FORM

Name:	
Role:	
Period:	

You should indicate if your employee agrees to declare absence as directly related to a recognised disability. In these cases the absence may be disregarded for purposes of 'trigger points' and certain other purposes. For this you may want to record these types of absences on a separate form.

Reasons for absence

- U Unauthorised absence
- U/S Uncertified sickness
- A Authorised absence
- S/S Self-certified sickness
- L Lateness (no. of minutes)
- M/S Medically certified sickness
- H Holidays
- M/P/PL Maternity/paternity/parental leave

First day of absence or day of lateness	Last day of absence	Cumulative total days	Reasons for absence/lateness (see above)	Approved by:	Return to work interview?	Total statutory sickness/maternity/paternity/parental pay

