



Recruitment Pack

East Dunbartonshire
Direct Payment Support Service
Suite 1, Enterprise House
Southbank Business Park
KIRKINTILLOCH G66 1XQ

Tel: 0141 776 2219 / 776 6342
EMail: direct.payments@eddpss.co.

Recruiting a Personal Assistant

Read EDDPSS guidelines on methods of recruiting a Personal Assistant

Prepare Job Description. Sample in pack can be changed to meet your personal needs

Write job advert (sample in pack). This can be placed in Job Centre, Local Newspaper, Supermarkets, Universities, Colleges and GCIL Vacancy List

Application Form. Sample included can be changed (you need to ask the right questions to find out if the PAs have the relevant skills for your job). We suggest that you use EDDPSS as post box for completed application forms. EDDPSS will pass applications to you for short listing and can also help to arrange interviews

List of sample interview questions included. You can add or delete as appropriate.

GCIL can assist with sorry/interview letters, setting up Payroll, Contracts and Insurance

Included in this pack are procedures and questions you may wish to consider if you wish an Agency to provide your support rather than employ staff directly

When putting your PA advert in the job centre, local newspaper, relevant website, or local shop you need to think about what information you can provide about the job in the limited space available. If you asked ten different people the best way to write an effective advert you would probably get ten different responses. However, there are a certain number of things which you really should include in your advert, the rest is really down to personal choice and style.

A newspaper will probably charge per word and you may therefore want to be brief and to the point, for example:

Personal assistant required by disabled man. Driving licence essential. No experience required as training will be provided. Contact for details.

However much space you have available you need you include a number of elements so that people know the job they are applying for. You need to make sure you have included:

- ◆ What is the work?
- ◆ What are the conditions?
- ◆ Who is the contact for further information?
- ◆ Use language that promotes a positive image of the job. Use the terms 'Personal Assistant' rather than carer required.

For example:

Personal Assistant required to assist a disabled woman with personal care and domestic duties. 26 hours each week. £110 per week, weekdays only. Contact for details

For your own safety, it is important that you do not put your address in the advert. Most PA Employers use a phone number of their local Direct Payment Support Service. Others use a P.O Box for applicants to contact for an application form.

PERSONAL ASSISTANT

Female wheelchair user living in north area of the city requires caring and confidential PA to provide assistance with personal and domestic chores in home, escort to social and leisure activities

Hours of work: 25 per week. Start and finish times to be negotiated at interview.

Rate of pay : £6.50 per hour

Contact:

East Dunbartonshire Direct Payment Support Service
Tel: 0141 776 2219 quoting ref. CS/MMcP/1

PERSONAL ASSISTANT

P.A. required by disabled man
living in the Springburn area of Glasgow.
To provide assistance with personal care
and domestic duties.

I am looking for someone with a
bright, cheery personality
Age 25 - 50, female
No experience necessary as training will be provided

If interested please contact:
East Dunbartonshire Direct Payment Support Service
Suite 1, Enterprise House
Southbank Business Park
KIRKINTILLOCH G66 1XQ
0141 776 2219

What to do when people respond to the advert

Once people begin to reply to the advert you will need to know more about them before you decide to interview them. You can do this by sending an application form, or by asking a few questions over the telephone to check that they seem suitable for an interview. You will need to prepare the questions in advance, possibly using some from the Application Form.

When answering the phone give a brief outline of the nature of the work and then ask questions that help you make a preliminary assessment of the applicant. Make a note of the replies:

- ◆ Have you done this sort of work before?
- ◆ Do you have independent means of transport?
- ◆ How flexible/available are you?
- ◆ If I employ you I am required to inform the tax office – OK?
- ◆ Name, address and telephone number

Conclude your conversation with something like: “If I decide to invite you for interview I will contact you by (date)”.

Use your notes to enable you to sift out the most suitable applicants.

The following is an example of a job description that can be amended to suit your personal requirements for the tasks that you would wish your individual PA's to undertake. If you require further assistance please contact SPAEN or your local support organisation.

JOB DESCRIPTION

JOB TITLE Personal Assistant

HOURS Core hours should be detailed in full, or be agreed at interview. It is important to highlight your worker will be required to work flexible hours. You should also mention if they would be required to do some weekend work. Once the hours are agreed they should then be incorporated within the job description.

The worker should be informed that initially they would be employed for a trial period (insert details of your trial period maximum 6 months). If the worker is then offered a permanent post they must be issued with written terms and conditions of employment within eight weeks of their start date.

RATE OF PAY

State hourly rate and other pay conditions e.g. £6.00 per hour etc. Give details of pay cycle i.e. weekly, 4 Weekly, Calendar month.

RESPONSIBLE TO

Your Name

SUPERVISED BY

Your Name (however some supervisory tasks can be delegated to a senior PA if you wish)

PURPOSE OF JOB

Example:

Enter your name and some brief details about yourself

As my Personal Assistant your job will be to provide the personal and domestic assistance I require to enable me to live my life in the way I choose. As my Personal Assistant you must be able to respect my privacy and have an understanding of the need for confidentiality in all areas of your work. As my Personal Assistant you must be able to handle, when required the physical skills of lifting, pushing and bending.

Personal Tasks:

The job involves all of the following, but, not to the exclusion of tasks and assistance that may develop during the period of employment.

As an example:

- assist me to wash and shower;
- assist me with dressing and undressing as required;
- assist me to use the toilet as and when required;
- assist with any other tasks involved in helping me deal with health and hygiene.

Domestic Tasks:

As an example:

- preparing and cooking meals to suit my diet;
- tidying up after meals;
- laundry and ironing;
- making and changing my bed;
- general cleaning e.g. dusting, hoovering etc;
- shopping - OR - assistance to go shopping.
- washing windows as required.

Other Tasks:

As an example:

- going out for walks with me which requires you pushing my wheelchair
- escorting me to leisure or other activities.

- help with correspondence e.g. answering letters and making phone calls as required;
- routine upkeep of equipment e.g. wheelchairs, domestic aids;
- any other reasonable duties.

Training

You will be required to undertake appropriate training to enable you to carry out your tasks effectively. This training will include:

Disability Equality

Moving and Assisting

Health and Safety

Impairment specific training

Other training needs identified throughout the duration of your employment will be considered and actioned, as and when appropriate.

Code of conduct

Your personal assistant should provide the help you need at your request. Too often disabled people find that those who assist them try to take over and make the decisions about what they should do and how. In fact, Personal Assistants should only provide the assistance you really need by listening to your requests and instructions on how to do tasks. Getting the right assistance at the time you need enables you to lead your life independently.

PERSON SPEC

Personal Assistant – Essential Requirement

Honest
Reliable
Punctual
Trustworthy
Flexible
Good listening skills
Good personal hygiene
Good sense of humour etc etc

We consider the above to be essential requirements but you may wish to add or subtract from this list. For example, you may wish to add:

Driver with clean licence
Non smoker
Someone who shares your interests and hobbies
Someone with a good standard of education to assist with correspondence or note taking

The above list is not exhaustive and can be tailored to suit your individual needs.

Personal Assistant – Desirable Requirements

You may also wish to have a list of desirable requirements:

Previous Experience
Good cooking skills
Understanding of cultural and religious needs

Essential and desirable requirements can be interchanged to suit your particular needs.

Ref:

APPLICATION FORM

PERSONAL ASSISTANT TO A DISABLED PERSON

Where did you see this advert?

Full name:

Address:

Postcode:

Telephone number: (Work)

(Home)

Date of birth:

Are you? Male [] Female []

Do you hold a current British Driving licence? **Yes/No**

Do you have your own transport? **Yes/No**

Has your driving licence ever been endorsed? **Yes/No**

If yes, please give brief details

Previous occupation (paid or unpaid)

<u>Date</u>	<u>Employed</u>	<u>Position</u>	<u>Reason for Leaving</u>
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Please give details of any education/training:

What skills and experience do you have relevant to this post?
(include any voluntary work or unpaid experience)

Why are you interested in doing this job?

Please provide the names and addresses of two people who could give a reference:

1.

2.

Can these references be taken up before interview? **Yes/No**

Declaration: Have you had any criminal convictions? **Yes/No**

If yes, please give full details. Use a separate sheet if necessary.

N.B. Because of the nature of the work for which you are applying, this post is exempt from the provisions of section 4 (2) of the Rehabilitation of Offenders Act 1974 (Exemptions Order 1975). Applicants are not entitled therefore to withhold information about convictions which, for other purposes, are 'spent' under the provisions of the Act. Any information given will be completely confidential.

I confirm that, to the best of my knowledge, the information on this form is accurate and that I have not omitted any facts which may have any bearing on my application.

Signed Date

Please return this form to:

East Dunbartonshire
Direct Payment Support Service
Suite 1, Enterprise House
Southbank Business Park
KIRKINTILLOCH
G66 1XQ

Personal Assistant Employers Agency Questionnaire

1. What services could you provide for me?
2. What tasks will you not carry out?
3. (a) Does your organisation provide workers for sleepovers?
(b) What is the usual length of a sleepover shift?
4. If I use your agency for emergency cover and I get on well with a particular worker can I request them again?
5. If I agree that you should provide me with a long-term support package, can I interview the workers who will be working in my house?
6. How do I register with the agency?
7. Do I have to contract with the agency? If so, what is the minimum contract period?
8. I expect everything I tell you or your workers to be kept confidential what is your policy on confidentiality?
9. (a) What information do you keep on clients and how long is this information kept for and who has access to this information?
(b) Would there be any times you contact my social worker/family without my consent?
10. What is your policy when moving and assisting clients or using equipment? One or two workers? Using hoists or assisting with manual transfers? Do I have a choice?
11. If there are times I need more than one worker for moving and assisting procedures what is the minimum call out charge ½ hour, 1 hour/2 hours?

12. Will agency workers work with family members and Pas (Personal Assistants) who may also be assisting me or be under my employment?
13. Does your rate include VAT? Worker meals? What is your expenses policy?
14. List the public and other holidays (dates and rates) that your agency charges for this year.
15. If I use an agency worker with their own car is mileage included in the hourly rate and do they have business users insurance?
16. What action should I take if things are not going well? For example, would there be a named person to discuss any problems with?
17. What training do your workers have? How often is it carried out?
18. How will you invoice me (monthly, 4 weekly or weekly)? ILF and Direct Payments are paid 4 weekly. Therefore, I would like to pay 4 weekly if possible.
19. What methods of payment do you accept (Internet banking, cheque, debit cards etc.)?
20. What reference checking procedures does your agency carry out? Do all your workers have an Enhanced Disclosure? How often are these checks carried out?

Terms and Conditions of Employment

Whilst it is acknowledged that the employer receives funding and support from one or more of the following agencies: **for example Social Work Department, Independent Living Fund or Support Organisation**

both parties agree that this in no way undermines the relationship between the employer and employee. The employer accepts full responsibility for the welfare of their employee under the relevant employment legislation.

This contract is between

1. **THE EMPLOYER**

Name **This is your details**

Address

Post Code

2. **THE EMPLOYEE**

Name **Your Personal Assistant's details**

Address

Post Code

N.I. Number

3. **JOB TITLE**

Personal Assistant. A copy of the job description, which details the nature of the work, is attached.

4. **PAY**

Hourly rates for this post should be specified in this part of the contract. For example:

Mon to Fri dayshift	-	£X.XX per hour
Weekends	-	£X.XX per hour
Sleepovers	-	£X.XX per shift

All wages will be paid: You should indicate you payroll schedule you should indicate whether your worker will be paid weekly, four weekly or calendar month.

Expenses incurred travelling to and from your place of work will not be reimbursed. You will be reimbursed for travel and subsistence when accompanying the employer in the course of your duties.

5. **PLACE OF WORK**

The normal place of work will be at the employers' address. However you may be required to accompany the employer out-with the work place as and when necessary. There may be occasions when you will be required to stay overnight when accompanying your employer. On these occasions, an appropriate sleepover rate will be paid.

Appropriate funding for overnights should be agreed with your local authority and be included within your contract. SPAEN would recommend that you do not pay under the national minimum wage rates.

Your PA accompanying you on holiday needs to be looked at in more detail and we recommend that you contact SPAEN for advice

6. **DATE EMPLOYMENT COMMENCED**

This is the first day your Personal Assistant starts work

7. **CONTINUOUS EMPLOYMENT BEGAN**

For the purpose of the contract continuous employment will be recognised from:

This section will only be appropriate if the employee comes from a local authority and an agreement has been reached that the authority will fund the cost of continuation of employment rights.

If continuous employment is not applicable state that i.e. **Not applicable**

8. **PROBATION**

SPAEN would recommend that all staff are initially employed for a probationary period of 3 months. The employer can reserve the right to extend the period of probation by up to a further 3 months. The law allows you to have a maximum of 6 months probationary period. Your employee should be notified (in writing or on tape if unable to write) in advance if their probationary period is to be extended. This notice should include the reasons for the decision to extend the probationary period.

During the probation period the contract may be terminated by either party on provision of one week's notice.

These timeframes are only guidelines and can be adjusted to suit your preference. When determining the length of the probationary period you may wish to bear in mind that Enhanced Disclosure checks may take up to 6 - 8 weeks to be returned.

9. **PENSION**

You have to state in the contract whether or not a pension is available. Contact SPAEN or your local support organisation for options on how to purchase a pension for your employees. If you have over 5 employees you are required by law to provide them with information about stakeholder pensions. This information is available from SPAEN or your local support organisation.

10. **HOURS OF WORK**

Hours of work determined by the employer are as follows:-

Start and finish times of core hours must be detailed. Also include the number of flexible hours required each week or month. Details of flexible working should be discussed and agreed with your employee e.g. Total number of hours available to you per week = 15 of which 10 are the core hours to assist you to get up in the morning etc. The remaining 5 must be used, however, these days

starting and finishing times should be agreed between you and the employee. If there is an unpaid lunch break it should be specified in the contract.

There will be a minimum uninterrupted break of 20 minutes on shifts of six continuous hours or more.

Refer to SPAEN Code of Practice

11. **ANNUAL LEAVE & PUBLIC HOLIDAYS**

The entitlement to holidays per year is as follows:

4 weeks annual paid leave per year

You may wish to consider requesting that your employees have two of these weeks at the same time as your annual holiday. The other two weeks can be taken at the employees' request. Further advice can be sought from SPAEN or your local support organisation.

All annual leave will be taken between 1 April and 31 March the following year. Requests for leave must be submitted in writing at least 4 – 6 weeks in advance to allow me to make alternative support arrangements.

There are 5 Public Holidays per year. Due to the nature of the employment it may be necessary for the employee to work on these days. Double pay is applicable on these occasions.

SPAEN recommend that it would be good practice for you to recognise the following public holidays. The holidays you award must be listed in the contract.

The Public Holidays are:

- 25/26 December
- 1/2 January
- Easter Monday

(The employer will acknowledge Public Holidays respective to the religious and cultural festivals of their employees as an alternative to the above (for the equivalent number of days only).

12. **SPECIAL LEAVE**

The employer retains the discretion to award additional leave in special circumstances, such as, bereavement.

You as the employer retain discretion to authorise any leave under this section. It may not be good practice to ask an employee to use their annual leave entitlement to cover special leave.

13. **SICK PAY & STATUTORY SICK PAY**

Good practice would be to award contractual sick pay based on the table below: HOWEVER PLEASE NOTE: you do have to check that you have sufficient funding in place before awarding contractual sick pay. If in doubt, award statutory sick pay only.

PERIOD OF ENTITLEMENT.

Service at the commencement of absence from duty	Full salary for:	Half salary for:
Less than 1 year	None	None
1 year but less than 2 years	2 Weeks	2 Weeks
2 years but less than 3 years	3 Weeks	3 Weeks
3 years but less than 4 years	4 Weeks	4 Weeks
4 years but less than 5 years	5 Weeks	5 Weeks

Once contractual sick pay is exhausted Statutory Sick Pay (SSP) will be payable to any employee whose earnings exceed the lower earnings limit.

Absence due to sickness should be notified to the employer ASAP preferably 6 hours before the start of the shift.

If the absence is less than 7 days, the employee should complete a self- certificate, which should be handed to the employer on the return to work. If the absence exceeds 7 days the employee will require a medical certificate from their GP.

Refer to SPAEN Code of Practice for detailed guidance

14. STATUTORY MATERNITY, ADOPTIVE, PATERNITY AND PARENTAL LEAVE AND PAY

If an employee is entitled to any of the above, details of conditions of entitlement are available on request.

Refer to SPAEN Code of Practice and Maternity and Parental Leave etc Regulations 1999 S1 No 3312 for detailed guidance

15. NOTICE OF TERMINATION OF EMPLOYMENT

The minimum statutory notice periods are as follows:-

Service	Minimum Notice
During Probationary period	One week
Following the probationary period the employee will receive one weeks notice for each year's service up to a maximum of 12 weeks.	

16. APPOINTMENT OF AGENT

SPAEN recommends that in the event that you could not carry out your responsibilities as an employer for whatever reason you should appoint a designated person to ensure that your employees rights are met as outlined in their contract. We would suggest you should include the following passage:

If I become seriously incapacitated and I am unable to administer the contract, the agent named below is authorised to administer the contract on my behalf. In the event of my death or permanent hospitalisation they are authorised to take any lawful action required to terminate this contract.

Name

Tel. No.

Address

Post Code

17. GRIEVANCE AND DISCIPLINE PROCEDURES

Grievance Procedures

The following procedures can be used by employees to raise any issues that concern them about their employment. An employee can raise an issue verbally or in writing. The employer will deal with it in the following manner:

- (a) Discuss the issue raised by the employee within a week of receiving it, hopefully resolving the issue in an informal and friendly manner,
- (b) Advise the employee that if they are still unhappy with the decision made they can look at the matter again. Both the employer and the employee can have a third party present to help resolve the problem at this stage,
- (c) The employer should give the employee a written decision of the points raised at the meeting within five working days.

If the employee has any difficulty at this stage, it should be raised as a fresh grievance.

We would advise that you as the employer use SPAEN or your local support organisation to help you deal with grievance procedures.

Disciplinary Procedures

These procedures should ensure a fair and consistent treatment of the employee, where the employer considers there is a breach of rules or a failure to follow instructions, when carrying out the functions of a Personal Assistant.

If the employer finds that some aspect of their employee's work is not satisfactory, then the employer will inform the employee of the area of concern. Where possible guidance and assistance will be given to the employee to avoid disciplinary action.

Formal Action

Formal disciplinary action will be taken if the area of concern is too serious or continues. The employer will advise the employee as follows:

- (a) Instruct the employee to attend a meeting, detailing the time and place where it is to be held,
- (b) Advise the employee beforehand what will be discussed, giving them sufficient time to prepare for the meeting. The employee will have the right to have a third party present e.g. a trade union representative.

Meeting Facilitation

At the meeting both parties will be allowed to speak. The employer will not make a decision until the meeting is completed. The employer will give the employee a written decision of the outcome within three working days of the meeting.

Penalties

The employer can impose the following penalties:

- (a) A verbal warning which will stay on the employee's record for a minimum of 6 months,
- (b) A written warning which will stay on the employee's record for a minimum of 12 months,
- (c) A final written warning which will stay on the employee's record for a minimum of 18 months,
- (d) Dismissal.

The penalty for a particular offence will depend on all the circumstances, including the employee's past disciplinary record. In any warning, verbal or written, the breach of discipline will be clearly stated to the employee. This warning will also detail the steps/actions which have to be taken to avoid a reoccurrence of unacceptable practice. The warning and the reason for the warning will be recorded on the employee's record. The employee will not normally

be dismissed for the first breach of discipline unless it amounts to GROSS MISCONDUCT.

The following are considered by the employer to be gross misconduct:

- theft or fraud
- damage to property
- violent or abusive behaviour
- drug or alcohol misuse during working hours
- failure to disclose criminal charges or convictions
- persistent unreasonable lateness or absence
- breach of confidentiality

18. **TRADE UNION MEMBERSHIP**

Employees may join an appropriate Trade Union if they wish.

19. **HOUSE RULES**

CILiG/SPAEN recommends that you detail any house rules you have for example: due to the nature of the employment relationship, the employee will respect the employer/employee relationship and should ensure that they comply with the employers wishes whilst in their home.

20. **HEALTH AND SAFETY**

You as the employer agree to take reasonable steps to provide the employee with a safe working environment.

If the employee sustains injury whilst at work they should inform you at the earliest convenience. The details of injury should be recorded in an accident book at the time of the incident by you and the employee (this book can be anything from a simple notebook, diary etc). You should also have a basic first aid kit available in an easily accessible place. As part of an induction process you should inform your employees where these items will be stored. A health and safety checklist will be available from SPAEN if you are a member and if not from your local support organisation. These details are to be included in the contract.

21. **ACCEPTANCE OF TERMS AND CONDITIONS**

I have read, understand and accept the above Terms and Conditions of Employment.

Employer _____

Signed _____ Date _____
I have read, understand and accept the above Terms and Conditions of Employment.

Employee _____

Signed _____ Date _____

Employer and employee should sign the original copy of the contract of employment. Your copy should be stored where it could be easily accessed.