

STAFFORDSHIRE & STOKE-ON-TRENT PEOPLE HUB

**Information Pack for those helping
with Workforce Support**



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Information about the People Hub

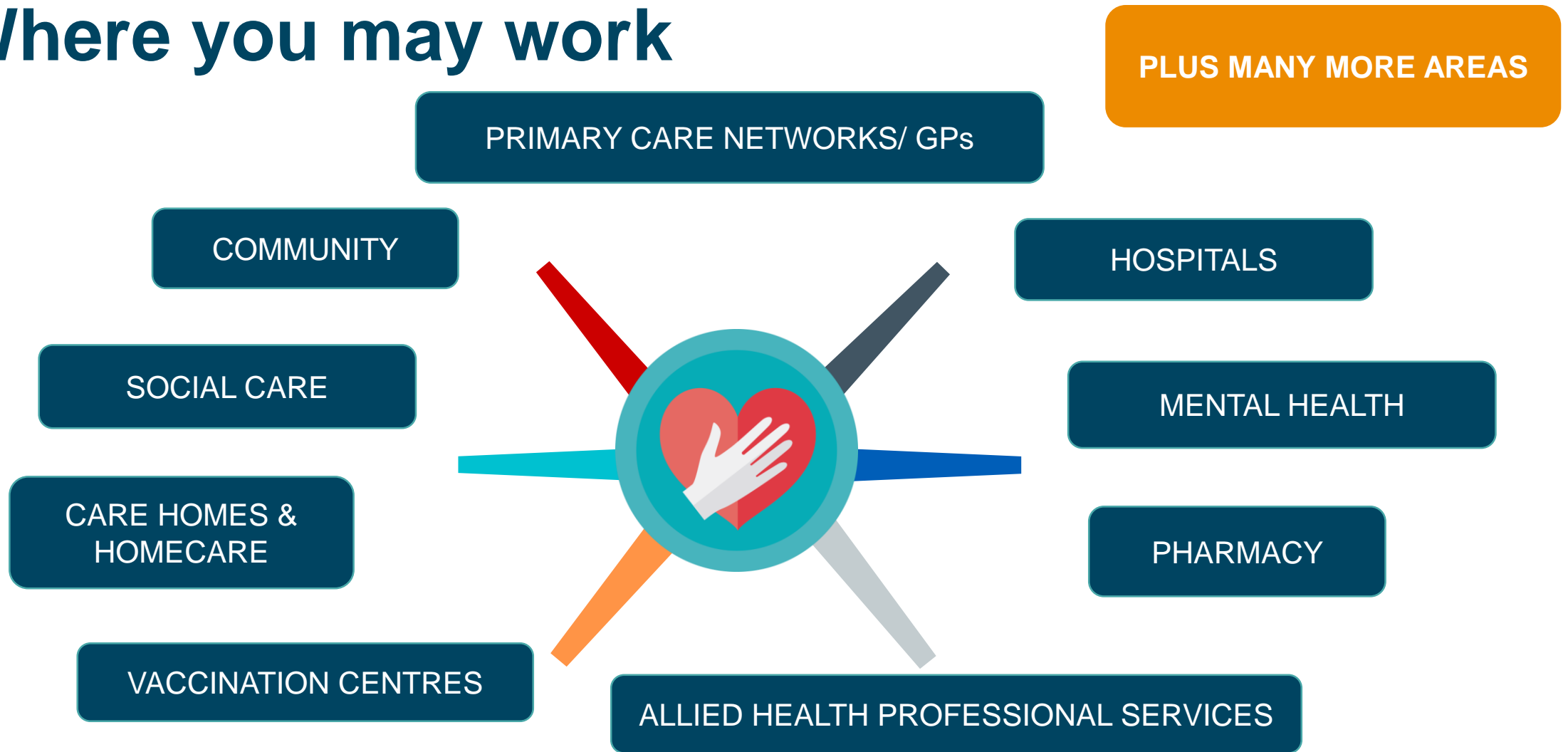
We are a team working in partnership with NHS Trusts, local authorities and Care organisations across Staffordshire and Stoke-on-Trent, finding the right people for the right job roles. We recruit caring and compassionate people to our system bank and deploy to busy teams in a variety of settings when they are required.

Individuals recruited to the People Hub are ready to be assigned to urgent work placements, supporting health and social care, including hospital and community settings.

We recruit both registered and non-registered people, provide the necessary pre-employment recruitment checks and prepare them for deployment to our organisation partners when clinical or non-clinical support is required.



Where you may work



We are continually adding further workforce to our team offering additional skills and experience to cover a wide range of service demands. If you have specific workforce needs please speak to our team for further information.

Staff Training

Statutory Training to be completed by all People Hub Staff Members

- Basic Life Support Level 1
- Conflict Resolution
- Data Security Awareness Level 1
- Equality, Diversity and Human Rights Level 1
- Fire Safety Level 1
- Health and Safety Level 1
- Infection Control Level 1
- Moving & Handling for Inanimate Load Handlers
- Safeguarding Adults Level 2

Additional Training that may be required to support Vaccinations

- Basic Life Support Level face to face
- Core Knowledge for Covid-19 Vaccinators
- Covid-19 Vaccine Moderna (Spikevax)
- Covid-19 Vaccine Pfizer-BioNTech 30mg
- Covid-19 Vaccine Pfizer-BioNTech 10mg
- Flu Immunisation – Core Knowledge
- Flu Immunisation – Inactivated Flu Vaccines
- Flu Immunisation – Live Flu Vaccines

You will be paid a set amount for your Statutory Training depending on the level of training you complete

NHS Agenda for Change Hourly Pay Rates

	Hourly Rate
Band 2	£10.90
Band 3	£11.85
Band 4	£13.44
Band 5	£14.92
Band 6	£18.19
Band 7	£22.40

- NHS rates 2022/23. Example is based on spine point +2/3.
- Cost is specific per individual and will be confirmed prior to successful deployment.
- Bank workers pay starts at spine point 2 or 3 in accordance with Agenda for Change pay scales. This compensates for an annual leave entitlement.

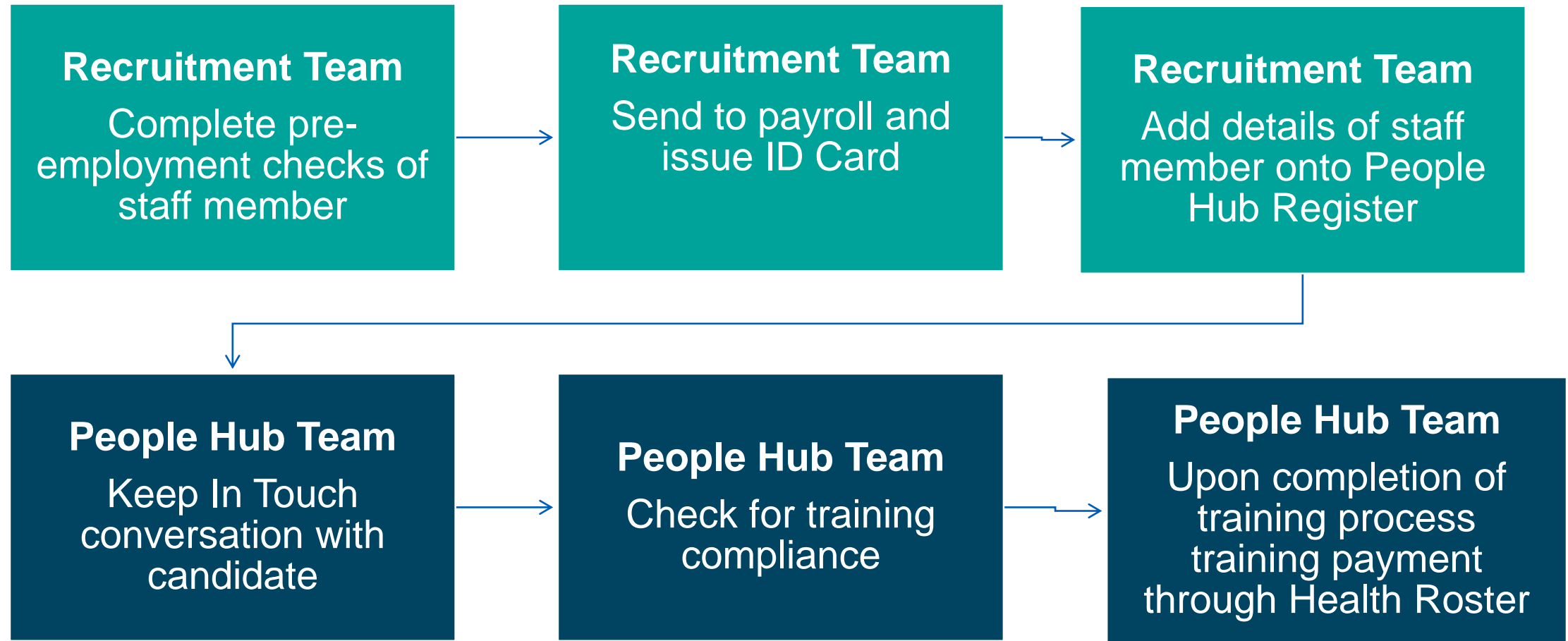
For further information on Agenda for Change:

<https://www.nhsemployers.org/articles/pay-scales-202223>

Pastoral Advice and Support

- The Staffordshire and Stoke-on-Trent People Hub works in partnership with NHS Trusts, local authorities and Care organisations across Staffordshire and Stoke-on-Trent, finding the right people for the right job roles.
- We are supporting other areas in the health and social care system, not just vaccination centres and we want to understand your skills and experience so we can match you to appropriate roles.
- The People Hub team will make regular contact with you throughout your time on the Hub, via Keep in Touch calls, emails and drop-in information sessions.

Employment Process



Useful Contacts

- Queries around Health Roster system and shift visibility
 - Healthroster Team Healthroster.emails@mpft.nhs.uk
- Queries regarding Pay
 - ESR & Pay Services PayrollServices@mpft.nhs.uk
- Sometimes you will have to send in a timesheet for hours worked, if you have any queries please contact the People Hub Timesheet Team
 - People Hub Timesheets peoplehubtimesheets@mpft.nhs.uk
- Need to contact the ICS People Hub team
 - ICS People Hub Team SSOT.ICSPeopleHub@mpft.nhs.uk

Frequently Asked Questions

How many hours can I work/book?

Flexible hours to be discussed and agreed on appointment. Hours are adhoc, temporary and subject to shift availability.

How do I book a shift?

Once you have completed all recruitment paperwork and training, you will receive an email from the Healthroster system with a link to the Employee Online (EOL) system with your login details. This will only be possible after completion of training.

I've logged onto Healthroster, but shifts aren't showing?

Occasionally, you may find that there are no available shifts for your job role. Do continue to keep checking health roster on a regular basis as we will need your ongoing support.

From time to time, you may see shifts other than those you were recruited for. We would ask you **NOT** to book these shifts, unless it has been agreed with the People Hub and you have written confirmation you are able to. This is because these are roles that we may not have not assessed your skills for. This is for the safety of yourself, patients and other colleagues.

What shifts can I book?

Unless otherwise contacted by the People Hub to discuss a separate assignment, you can only book shifts for the role which you have been recruited for.

Will I be required to work every week?

The demand for support will fluctuate during your assignment so you may not be required to work every week. We will of course review on an individual basis and you can have discussions with the Hub about your availability.

What training will I receive?

You will receive all relevant training before the start of your assignment.

Will I have access to Personal Protective Equipment (PPE)?

You will receive all PPE and equipment you will require for the role.

Will I need a uniform and ID badge?

You may be required to wear a uniform whilst on assignment; this will depend on the role you are in. If required, uniform will be supplied. ID cards will be ordered for you, unless you are already work within the NHS system. In which case you are asked to use this ID and uniform.

Do I arrive in uniform or change once I'm on site?

Staff can travel to the site in a clean and covered uniform if required but should change into own clothes where possible before leaving in line with Infection Control guidance.

I haven't received my uniform or ID Badge yet?

You can chase or request uniform and ID badges by e-mailing SSOT ICS People Hub SSOT.ICSPeopleHub@mpft.nhs.uk

If I am non-clinical, can I work in a clinical area?

Yes, this will depend on the role you have requested to undertake and your skills/experience. You will receive all relevant training for the role and supervision support during your assignment.

Can any of the roles be undertaken from home?

Yes, some roles can be undertaken from home e.g. contact tracing. If this is your preference, or if you are deemed to be at risk following completion of a risk assessment. Appropriate roles can then be considered and discussed.

Can I chose where I work?

The Hub will discuss with you your preferences and any limitations around travel etc.

Accepting an assignment

Upon accepting an assignment you will be sent details of the start date and time, where to report to and your line managers contact details.

Payment will be made on the 28th of the month, on the basis that all timesheets are provided by the correct date to allow processing to take place. However please note that payment is made a month in arrears for bank staff.

How do I cancel a shift?

You will need to inform the Manager of the service you are due to support with and also inform Healthroster. Contact email addresses are in the handbook.

Cancellation of shifts by Worker:

Where a worker has to cancel an allocated shift, a minimum of 4 hours' notice must be given to the People Hub Bank or staff member in charge of the site that the shift has been allocated from and a request for the cancellation must be sent to Healthroster.emails@mpft.nhs.uk

Will I have to move from one assignment to another?

Individuals could be allocated to more than one role and / or location. This would be discussed with you upon joining the Hub and upon assignment.

Is where I work likely to change?

This will be dependent on the need and capacity within the various services. Again, this is something the Hub would discuss with you and review with you regularly.

Will I have to work in COVID-19 positive areas?

Yes, some of the environments may be COVID-19 positive areas, but this will be discussed with you in advance and you will be provided with PPE.

Will I have a risk assessment?

Yes, upon successful completion of an interview a Staff Welfare Check will be carried out by the relevant placement manager prior to you starting work on an assignment.

The outcome of your risk assessment will inform the role you undertake and the environment. The Hub will review this and discuss your requirements with you as necessary.

Will I be working alone?

You will always be supervised if working in a clinical environment. If you are working at home on an assignment, an assignment supervisor would be available for support and advice.

Will my work be supervised?

Yes, during all assignments there will be a supervisor available to support you.

What if I don't like the role and/or the assignment?

You should speak to the assignment supervisor. The Hub will also be on hand to support. Ideally we would work through any issues to support you to remain in the assignments. Alternatively we could find another role and assignments. We would discuss and agree the best way forward for you.

How much notice do I have to give if I no longer wish to work within the Hub?

You would give 4 weeks' notice to the assignment supervisor **and** the Hub. If it is not possible to give 4 weeks, you would speak to the supervisor and the Hub and agree a way forward dependent on the circumstances.

How much notice will I be given if I'm no longer needed?

The assignment supervisor would give 1 weeks' notice if you weren't required to support – short or longer term. The Hub would look to find you an assignment in another area dependent on your preferences and training. From time to time shifts may be cancelled at short notice but we will do our best to give you as much notice as possible.

When do I get paid and how do I access my payslip?

Your hours will be recorded in Healthroster which is then sent through to payroll. You will be paid to the bank account you provided in your onboarding documentation on 28th of the month following when you worked the hours (you will be paid on 28th March for hours worked in February). Please note bank hours are paid a month in arrears. Payslips are electronic so you will need to log on to ESR to view these.

Will I get paid expenses, and who will pay them?

No allowance will be granted to you for any expenses or time incurred in travelling to and from the place of work allocated to you. However, payment in respect of travel may be allowable when travelling between sites during an assignment in line with the Trusts' expenses policy.

Will I be paid for completing my online Covid vaccination training?

This will be calculated by the People Hub bank and will be paid automatically after you have started work.

Where do I send my timesheet?

Health roster should record the shifts you have worked, therefore you will not need to complete manual timesheets unless requested to do.

Will I be enrolled onto an NHS Pension?

You will be auto-enrolled into a pension, but you can opt out if you wish. To opt out or queries relating to pensions please contact Pensions@mpft.nhs.uk

Who will employ me?

Your employment will be the Staffordshire & Stoke-on-Trent People Hub. However, your payslip will be issued by Midlands Partnership NHS Foundation Trust (MPFT). You may be allocated assignments in a variety of settings, including NHS, social care, primary care, wherever support is required.

For further information, please email

SSOT.ICSPeopleHub@mpft.nhs.uk

