

## Frequently Asked Questions

### **Who is coordinating this?**

The Staffordshire and Stoke-on-Trent Health and Care People Hub and its Workforce Team will be coordinating this recruitment scheme. The Hub working in partnership with NHS Trusts and Care organisations across Staffordshire and Stoke-on-Trent, finding the right people for the right job roles in the response to COVID-19. We recruit caring and compassionate people, registered and non-registered, who have the right values to care for patients or provide administrative support to busy teams in a variety of settings when they are required. Individuals recruited to the Hub are ready to be assigned to urgent work placements, supporting health and social care in response to the coronavirus pandemic.

### **What organisations are involved?**

Organisation in health, e.g. NHS, primary care, and social care e.g. care homes and community care.

### **How many hours can I work?**

Flexible hours to be discussed and agreed on appointment.

### **What will I be paid?**

Your pay will reflect the role that you are being asked to support with, this will be discussed with you.

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

You will be entitled to appropriate expenses.

### **Who will employ me?**

Your employment will be with 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.

### **How long will I be needed to support the scheme?**

This will be frequently reviewed.

### **Will this be a permanent job?**

No, this is a flexible bank position which will be reviewed regularly. Please note that these roles are 'fixed term' ranging from 3-12 months and hours and length of placement will be reviewed regularly in line with the demands of the Coronavirus pandemic. Hours can be flexible to suit your working preferences. Once your initial People Hub placement comes to an end, you will return to the Hub and be sent further opportunities as they are identified.

### **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?**

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.

### **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.

### **Do I need to be a registered Nurse in order to carry out Flu vaccinations?**

In terms of Flu vaccine delivery, we are in the main looking for additional capacity to support in general practice.

Advice for primary care settings:

All Nurses who want to give Vaccinations must complete a 2 day course initially and update annually thereafter. Health Care Support Worker (HCSW)s can give vaccinations but they too must have the initial 2 day training with annual updates.

HCSWs when working in flu clinics have to work to a PSD (Patient Specific Directive) which means they have to have a PSD for each individual patient to allow them to give the vaccination, which can be very time consuming.

### **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, you should highlight this on your expression of interest. 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.

Dependent on the assignment you will be given a rota for your shifts for the period of the assignment.

Timesheets will be dealt with by the Hub.

Payment will be made on the 28<sup>th</sup> of the month, on the basis that all timesheets are provided by the correct date to allow processing to take place.

### **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 risk assessment 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.

**Who will carry out any additional employment checks?**

If you require additional checks, such as a DBS or Occupational Health check, the Hub will coordinate these.

**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.

**What if a family member of mine is shielding?**

If a member of your house hold is shielding or has an underlying illness that may mean they are at risk of being more adversely effected if they contract Covid 19, you should consider the impact of any increased risk that volunteering may pose for your family and discuss this with them.

These FAQs will be updated regularly. For queries not answered, please contact [STP-WorkforceProjectStream@mpft.nhs.uk](mailto:STP-WorkforceProjectStream@mpft.nhs.uk)