# Benefits, terms and Conditions of Employment

## Introduction

This document has been produced with the aim of informing all employees of the benefits, terms and conditions of employment with My Support and Care Services Ltd.

This document should be read in conjunction with the contract of employment.

## Pre – Employment Checks

Due to the nature of the service we provide and the vulnerabilities of the people we support any offer of employment within My Support and Care Services Ltd is subject to satisfactory references and an Enhanced Disclosure and Barring Service Check (DBS)

Successful applicants will be asked to cover the cost of the Enhanced CRB check; currently this cost is £58.00. This cost will be refunded if you are successful in your six-month probation period.

#### Probation Period

Any offer of employment will be subject to a six-month probation period.

## Salary

Salary range is indicated on the ‘job offer letter’. Any increase in salary is made at the discretion of the director.

## Pension

Information will be given to you with regards to Stakeholder Pensions.

**Working Hours**

Full time hours are 40 hours per week worked on a rota basis covering some evenings, weekends and bank holidays. Individual contracts will state contracted hours.

**On - Call**

We provide an out of hours on call system for our customers. Any on call duties will be shared on the rota system. A payment of £10.00 per night is made for on call duties. In the event of an employee having to respond to a call and attend a customer’s home for example, you will be paid at your hourly rate for time attended.

Any employee on call will have the use of a company mobile phone.

**Overnight on call duties – in Duties**

## We provide a ‘sleeping in’ system for some of our customers. An on call overnight duty starts at 10pm and finishes at 8am, or as specified for an individual customer. A shift is usually worked either side. All overnight on call duties will be shared on the rota system. A payment is made for each overnight on call duty. This rate is dependent on the rate received by the company for that particular customer and is at the discretion of the company.

## Leave

1. **Annual Leave**

Your annual leave entitlement is displayed in your individual contract of employment

1. **Bank Holidays**

A day in lieu will be given for each bank holiday worked.

## Sickness

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| Number of Years of Service and Sick Pay Entitlement |
| Years 1-5 | 5 yrs. + |
| Statutory sick pay only | Maximum of 1-week full pay, statutory sick pay thereafter |

Sick pay entitlement at 5 years + will begin at the beginning of the financial year (1st April) after 5 full years employment has been completed.

#### Training

You will be expected to undertake the following mandatory training within your probation period:

* In – house induction
* First Aid
* Food Hygiene
* Fire Awareness
* Health and Safety
* Manual Handling
* Safe Guarding Adults
* Lone Working – Personal Safety
* Valuing Diversity

#### Code of Conduct

My Support and Care Services Ltd expects the highest standards of conduct from all its employees. All employees are subject to the code of conduct, which outlines the responsibilities of all employees in this area.

#### Smoking Policy

My Support and Care Services Ltd aims to provide a healthy, safe and comfortable working environment for its employees and customers, therefore smoking is not permitted in any company building or vehicle, any customers homes or whilst you are supporting customer’s outside of their homes. If you need to smoke, then arrangements will be directed by the company depending on the support needs to the individual you are supporting.This includes the use of a vape.

#### Health and Safety Policy

My Support and Care Services Ltd aim to ensure a safe working environment for all employees through the implementation and monitoring of its Health and Safety Policy, providing training and guidance of safe working practises where appropriate.

**Grievance and Disciplinary Procedures**

My Support and Care Services Ltd has polices for dealing with grievances and disciplinary issues.