



Terms and Conditions

Document Dated: 1st March 2018

Contracted Services and Permanent Positions at Advantage Angels

On completion of your registration with Advantage Angels you will be offered a contracted services or permanent position.

After completing the 6 months probationary period, that is Advantage Angels policy, you will be offered a permanent position. If you are able to commit to a full time position, that would be based on 48 hours per week and would be on the usual PAYE basis with holidays and WPP.

Contracted services positions do not require you work to set hours and are based on your availability, you will not be asked to attend shifts that you're not able to, the number and frequency of the shifts that you wish to book are entirely up to you.

As a contracted services provider you will be responsible for your own HMRC contributions and should register with the HMRC attaining a UTR number in the process, no deductions will be made from your payments by Advantage Angels. You are solely responsible for your HMRC contributions.

If you do not have an accountant you should seek advice from one and/or contact the HMRC.

If at any point within the 6 month probationary period you wish to terminate your services with Advantage Angels you can do so without giving notice.

Advantage Angels reserve the right to terminate services without giving notice if unsatisfactory or safeguarding issues arise regarding working practices that make your position at Advantage Angels untenable.

Advantage Angels reserve the right to recover the costs of uniform packs, DBS and training provided if not registered for a minimum of a year, the costs of which would be deducted from any final payment.

Allocation of Work

As work cannot be 100% guaranteed, most work goes to the Contracted Service Providers who contact head office on a regular basis, giving as much availability as possible. We prefer Contracted Service Providers to give us their availability for one month ahead. By advising the office of your availability one month ahead, it saves the office staff trying to contact you unnecessarily, and also means you are more likely to get the assignments and hours that suit you. Shifts will be circulated via a Rotacloud, email and telephone at any given time and it is the responsibility of the Contracted Service Providers to check this information regularly. Shifts will be allocated on a strictly 'first come, first served' basis.

Assignments are offered but you are under no obligation to accept. However, once you have accepted the assignment you **must** make sure that you do the following:

- Do not cancel once you have accepted the shift
- Take full details of the shift i.e. location, date, start time, finish time. This information is always available via Rotacloud
- Make sure that you know where you are going. Do a route planner on the internet or find out about public transport.
- Turn up on time



- Make sure you are appropriately dressed
- Always carry your Advantage Angels ID badge
- Make sure that you have a timesheet with you
- Report on duty
- Find out the basic health and safety issues in the building i.e. fire exits
- Never do anything you are either unsure about or feel is dangerous
- It is your responsibility to get your timesheet signed at the end of your shift by an appropriate member of staff from the care home. All timesheets **must** be signed otherwise shifts can not be claimed and paid.

Timesheets

It is your responsibility to get your timesheet signed at the end of your shift by an appropriate member of staff from the care home. All timesheets must be signed otherwise shifts cannot be claimed and paid. Timesheets must be sent and received to timesheets@advantageangels.co.uk every Monday morning **by 11.00am** so that the week's shifts are in the system for payment.

Please note: Only a scan or phone picture of the signed timesheets are required to be in the system for payment, the hard copy can be sent to us at a later date. Failure to submit timesheets by 11:00am will result in payment not being made in that month's payment run. No additional payment runs can be authorised so you would be waiting until the following month to receive your payment.

Shift Cancellation and Non Attendance

Non attendance of booked shifts without prior notification to the agency and care home is a major safeguarding issue and will not be tolerated. The result of this will be instant dismissal and a fine of £200 or one complete 12 hours shift whichever is the greater.

Staff who cancel their prebooked shifts **must** make the agency aware at least 48 hours in advance by telephone **ONLY**.

Text messages or emails will not suffice and staff will be liable for a fine that will be used to get another staff member to replace your shift and pay them a premium short notice rate, letting the care home down is **NOT** an option.

The agency on termination of staff contracted services reserve the right to recover the uniform pack cost and DBS where applicable.

If a shift is cancelled or not attended for a genuinely legitimate medical reason we will of course waive these conditions with a doctor's certificate and in some cases require (D&V) a stool sample.

Mandatory Training

It is your responsibility to keep your training up to date. If your training dates expire then you cannot be working in the contracted homes.



Withdrawing from Advantage Angels

On termination of contractual services from either party your final payment will be on a paid when we get paid basis.

Advantage pay all contracted services staff for shadow shifts, we do not however charge the clients its part of our service.

We reserve the right to reimburse this cost to ourselves if anyone does not satisfactory complete at least six months of shifts to warrant a paid shadow.

On termination of contractual services staff for shadow shifts, your final payment will be on a paid on a paid when we get paid basis from a final payment invoice raised by the individual contracted services provider.

We recommend you print out our terms and conditions and keep for your records.