



youchoosework.com

Supporting Flexible Workers

Flexible Workers Handbook

YOUCHOOSEWORK LIMITED

FLEXIBLE WORKERS HANDBOOK

CONTENTS

INTRODUCTION	3
WORKING FOR YOUNCHOOSEWORK	4
BEHAVIOUR AT WORK	6
EQUAL OPPORTUNITIES & VALUING DIVERSITY	10
WHISTLEBLOWING POLICY	11
REMOVAL FROM THE COMPANY'S PLATFORM	12

INTRODUCTION

YOUCHOOSEWORK LIMITED

Is a Local company run by a dedicated team of people all who are experienced in recruitment within the childcare sector.

It is the responsibility of all Flexible Workers to ensure that they are familiar with youchoosework policies and procedures.

We believe in providing the highest quality service where our clients and their children in the setting are treated with respect, dignity, and compassion by a well-trained, highly motivated, and professionally led staff group aware of its legal, ethical, and moral duties.

Our continued success depends to a large extent upon our relationship with our Flexible Workers Staff. Our aim is to develop a partnership and in order to do this we must set ourselves high standards. It is our people who are going to achieve these standards and consistently deliver a quality service in line with the expectations of our clients.

We have prepared this handbook to make you aware of the procedures that you are expected to follow whilst providing services on behalf of youchoosework.

We encourage you to discuss the material included in this handbook with your youchoose contact and to ask us about any questions you may have. You are expected to apply the highest standards, in the spirit and content, in the day-to-day performance of your work. If you encounter any circumstances that call for an interpretation or examination of any of the policies or issues mentioned in this handbook, please discuss the matter with your youchoosework contact

WORKING FOR YOUCHOOSEWORK LIMITED

Enhanced Disclosure & Barring Personal Record Check

It is a condition of your assignments that you have a satisfactory enhanced Disclosure and Barring Certificate. If such a certificate is not supplied, or if when it is received, it is not deemed suitable to us, we will remove you from the Company's platform. You will be expected to pay for the certificate, however, if you complete three shifts on the platform, you will be reimbursed 50% of the cost to you.

If you are arrested, investigated, or charged with any offence, including any traffic offences, at any time either before or during the term of this agreement, you must report such occurrences to your youchoosework contact. We will then discuss the implications with you before making any decision as to whether or not to terminate your agreement with the Company.

We will comply with the relevant Codes of Practice regarding the appropriate storage, use retention and disposal of any disclosures and the information contained in such and also any information regarding any offences of which you may be accused or charged with which you disclose to us personally.

All such information will be kept in secure locked containers. We will ensure that such information is not kept on your Flexible Workers file and is only seen by authorised and relevant people.

Such information will only be used for the purpose for which it was requested. All staff that have authorisation to access such information will be fully aware of the implications of discussing or passing any such information to any unauthorised person and that to do so would be regarded as both a criminal offence and removal from the platform.

We will keep a permanent record of the unique disclosure reference number, type of disclosure requested, name of the person to whom it refers and their job role. We will, however, only keep details of other information contained in any disclosure for as long as is necessary to decide on any impact it could have on your engagement or continued engagement, of the individual, including any time needed to resolve any disputes or complaints. If we need to keep such information for a protracted period of time, we will seek further guidance, if necessary, from the Disclosure and Barring Service.

When the documents are no longer needed to be retained, we will destroy them by a secure method e.g. shredding, burning, pulping etc. so that they cannot be obtained by any other person.

Training

We understand that if staff are properly trained to carry out their duties, they will be able to do so more effectively and efficiently. If you feel you need any further training at any time to enable you to carry out your job properly, you should discuss the matter with your youchoosework contact to evaluate your situation.

You will be expected to complete your Level 2 Safeguarding Children Certificate before commencing work with us.

Client Feedback

We value feedback from our clients as an integral part of our commitment to flexible working practices.

We actively seek input from our clients to continuously improve our approach to flexibility ensuring it aligns with their needs and to enhance our service delivery.

We will relay any feedback that relates to you with a view to maximising your potential. This feedback will identify where you excel and where you may need any further help or guidance.

Personal Details

It is important that we have up to date and accurate records of your personal details, such as telephone number, address, next of kin name and address, bank details etc; therefore, if any of the details which we hold change, it is imperative that you notify us, in writing, as soon as possible.

Cancelling shifts

If you are unable to attend a scheduled shift for any reason, please email info@youchoosework.com and telephone the nursery directly as soon as possible. Please search online for the childcare setting's contact details if you do not already have them. We also request that you withdraw your shift on your youchoosework profile. We ask that our flexible workers do not withdraw from a shift after 6pm the day before they are scheduled to work as it does not allow the setting enough time to find an alternative worker.

Lateness

If you will be late for a shift, please email info@youchoosework.com and telephone the childcare setting as soon as possible to update them with your estimated arrival time. You should aim to arrive at the setting 15 minutes before the start of your shift.

Availability

Please ensure that you keep your availability up to date on your profile so that you are visible to settings. You can plot up to four weeks at a time and should amend this if your availability changes.

BEHAVIOUR AT WORK

Other Policies and Procedures

The Nursery will have a number of policies and procedures that will be explained to you during your first visit at the Nursery of which you are matched. You are expected to follow all the Nurseries Operational and Health and Safety policies whilst on assignment.

The Nursery Regulatory Standards

Your Engagement is based on the condition that you adhere fully to any regulation as determined by OFSTED, and the 'Early Years Foundation Stage Statutory Framework.'

As the clients are registered with OFSTED we are bound by their guidelines and regulations and subsequently an OFSTED Inspector may attend the Nursery at any time to ensure that we are compliant with these standards.

Working in the Nurseries

Central to our service provision is a belief that you should provide a high standard of appropriate supervision for all of the children in our clients care and maintain a culture that prioritises the well-being and safety of the children.

The care and supervision you provide should be delivered in a friendly but professional manner. This can sometimes lead to confusion when trying to discern if you are crossing the boundary of professional good practice. If you are ever in doubt, you should discuss the matter with the Childcare Setting Manager at the Nursery with which you are matched.

You are obliged to report any concerns you may have regarding abuse or suspected abuse of a child or if you notice any changes in a child's physical condition or behaviour. Such concerns should be reported to the Nursery with which you are matched.

Safeguarding

We are committed to the protection of all children. You are obliged to report all suspicions of abuse to the Nursery that you are matched with.

You must always act in the child's best interest. You must be vigilant and if you suspect abuse of any child (or any other inappropriate situation) it must be reported to the Nursery that you are matched immediately. Records must be full and accurately kept and if the Nursery makes this difficult, alternative arrangements will be made by the Company.

If you enter a situation where you suspect a crime has been committed, you must immediately inform the Nursery and you choose work who will contact the appropriate authorities.

Severe Weather

We understand that you may face difficulties getting to work and returning home during periods of severe weather. Whilst we are committed to protecting the health and safety of all our Flexible Workers, in order to maintain our levels of customer service and efficiency we need to ensure that disruption caused to our service remains minimal. The purpose of this policy is to outline your responsibilities during severe weather conditions

You should use their best endeavours to attend work in all circumstances. However, it is not our intention that you put yourself at unnecessary risk when trying to attend work. You should use your own

judgement and, if unable to attend work, you should notify the Nursery that you are matched with and the youchoosework team as soon as possible to discuss the situation and agree an appropriate course of action.

Statements to the press or media

You may be approached by members of the media, (e.g. press, radio, television etc.) to give an interview or opinion about youchoosework or the Nursery setting in which you are placed, or other information relating to our business. In order to protect the integrity of both the Company and its clients, and to ensure that you are not misquoted, you should politely refuse to give any such information and instead you should suggest that they contact the youchoosework team.

Dress code

When working for us you are representing youchoosework and as such clients, residents or their families, members of the public and other persons will judge our company on how you present yourself and how you behave.

It is, therefore, important that all our Flexible Workers' take care with their personal hygiene and grooming at all times. Black clothes appropriate to your job role must be worn at all times whilst at work.

Company Uniform

If you are required to wear a Nursery uniform, you must do so at all times during your hours of work. All Nursery uniform must be clean, in good condition, pressed and worn in a presentable fashion. If required, the Nursery identity badge is to be worn at all times when carrying out duties on behalf of the Nursery of which you are matched.

No item of uniform may be altered without the prior approval of the management.

You must adhere to the Nurseries' uniform policy, which may include:

- You must ensure that clothing is clean, ironed, in good condition and free from rips and tears.
- Footwear should normally be dark, clean and in good condition.
- You are not permitted to wear jeans, t-shirts, shorts, cropped garments, trainers, sandals or open toed shoes or similar inappropriate wear.
- Hair should be neat, tidy, and well groomed.
- Any jewellery should not be excessive or unconventional.
- Earrings must not be obtrusive or ostentatious. No other visible body piercing is permitted.
- Any tattoos must be kept covered and not visible whilst at work.
- Facial makeup and fingernail varnish should be light and discreet,
- No artificial or long nails.

Personal Protective Equipment

The Nursery will supply you with Personal Protective Equipment, then these must be worn at all times as appropriate or as instructed. Your failure to do so will be treated as a serious matter and may lead to you being removed from youchoosework's Platform.

Alcohol, Medication, and Drugs

Whilst we understand that you have a right to a private life and would not wish to impede on that, it is also important that, when attending work, you are fit to do so.

Possession or consumption of alcohol or drugs during your working hours is strictly forbidden. If you are found to have done so you will be removed from your assignment and the Company platform.

If you are prescribed any medication by a medical professional, or you are taking any 'over the counter' medication which may affect your performance at work, you must notify your youchoosework contact so that appropriate action may be taken, if necessary, to ensure the safety of yourself or any other person.

Dispensing, distributing, possessing, using, selling, or offering to buy controlled drugs at work is prohibited. Any such activity (including reasonable suspicion of it) on the clients' premises may be reported immediately to the police.

Driving on Company business whilst under the influence of alcohol, drugs, or medication may lead to your removal from the Company's platform.

If you are taking any drugs and/or medication and are unsure whether you should drive you should talk to your doctor, pharmacist, or healthcare professional.

Telephones

You must follow the rules of the Nursery of which you are placed regarding the use of mobile phones. Under no circumstances should the use of any mobile phone be allowed to compromise the safety of yourself or others.

Cameras (including mobile devices)

No photographs may be taken on our premises or of any Nursery premises without express permission from the youchoosework team or the Nursery. Photographs may only be taken by a camera owned by the Nursery for which you are placed. If authorisation is given, then the photographs must remain at the Nursery. You must not make any copies or remove any images from site. If you are found to have done so, or if you bring any personal camera onto any premises, you may be removed from youchoosework's Platform.

Losses or Damages

Whilst we understand that accidents do happen, we expect that you should take all reasonable care with property belonging to youchoosework, our clients, children, or their family members, or any other third party. Therefore, If we suffer any loss or damage to any property or stock or equipment which is due to your failure to follow our rules or procedures, or your deliberate vandalism, or unreasonable carelessness or neglect, then we will deduct the cost of repair or replacement of any item from any pay, holiday pay, sickness payment or any other monies owed to you by youchoosework.

If we suffer any loss, fine, or cost due to your actions and failure to follow our rules, procedures or legal requirements, or your carelessness or neglect, then we will deduct the cost of the loss or fine from any money owed to you by youchoosework

Personal Property

We request that you do not bring any of your own unnecessary personal property with you during working hours. Any personal property that you do bring with you is your own responsibility and the Company will not accept any liability for any loss or damage that is caused to your personal property.

Conduct Outside of Work or Whilst on Company Business

Whilst we do not wish to impede on your personal life, if your behaviour has a negative impact on the Company, you may be removed from the Company's Platform.

Private Work

You are not permitted to carry out any private work for our clients or their nursery children's relatives in your own time, if you have been asked to work directly for our clients or their nursery children's relatives, this must be reported to the youchoosework team.

Smoking

youchoosework Limited has a no smoking on assignment policy. Smoke and the smell of smoke can be offensive to children and also harmful to you, our clients, relatives, and other parties.

Fines

We will not be held responsible for any fines incurred (e.g. parking, etc.,) whilst you are engaged with us.

Confidentiality

Any information that has been acquired by you regarding our business, our clients or children, suppliers, associated companies, or any other persons or bodies with whom we have dealings of any sort (and which has not been made public by us or with our express authority) shall be treated as confidential information.

You must not disclose any such information either during assignments with us or following assignments without our prior written consent (except as required by law).

You should take all steps to safeguard any such information. This includes all documentary information held on any medium. If you leave the Company, or at any other time when so requested, any information which you hold in written form or stored on any kind of storage device, must be returned to us.

Care must be taken when discussing our business that you cannot be overheard (e.g. in corridors, on the telephone etc.).

Breaches of confidentiality will lead to removal from the Company's Platform.

Health and Safety Statement

The Company is committed to, and accept, our responsibilities for ensuring, so far as is reasonably practicable, the health, safety, welfare, and wellbeing at work of all Flexible Workers and to ensuring that the Health and Safety of visitors, contractors and the general public are not affected as a result of the activities of our Company. This is fully in keeping with the requirements of the Health and Safety at Work etc. Act 1974 (HASWA), and other relevant legislation.

We take safety seriously and we will set clear action plans to improve our performance. Everybody in the Company must 'play their part' so if you see something that is unsafe, 'don't walk by,' take appropriate action. Remember that Health and Safety is not just the responsibility of management, but for everyone who works for the Company.

EQUAL OPPORTUNITIES AND VALUING DIVERSITY

Introduction

We are committed to Equal Opportunities for all individuals or groups, whilst also, being committed to promoting a positive attitude towards diversity within the Company. We aim to ensure that all Flexible Workers have the opportunity to maximise their potential and enhance their self-development and their contribution to the Company.

One of our key aims of youchoosework is to embrace the differences that various cultures bring into the Company, and we also recognise that people from different backgrounds can bring fresh ideas and perceptions, which ultimately can improve our products and services, and our working environment. Managing diversity successfully will help the Company to nurture creativity and innovation, thereby allowing us to tap hidden capacity for growth and improved competitiveness.

Valuing diversity is an effective way of dealing with equal opportunities issues. It emphasises the business and personal benefits that accrue from valuing the differences between people, rather than just complying with the law. We believe that organisations that grasp the additional business opportunities generated by managing diversity effectively are far more likely to enjoy a sustained competitive advantage than those who do not.

The aim of this non contractual policy is to ensure that every member of staff feels valued at work and is not discriminated against, harassed, or bullied, or made to feel under threat or intimidated, either directly, by association or indirectly, on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation, or perceived sexual orientation.

WHISTLE BLOWING POLICY

Introduction

The whistle-blowing policy is intended to cover other serious concerns which fall with the Public Interest Disclosure Act 1998. We are committed to running our business with honesty and integrity and within the restraints of the law. As such whilst legislation protects you from suffering a detriment at work if you take a matter to a relevant outside body, we would hope that you would feel able to bring any concerns you may have to the attention of your youchoosework contact with confidence that any such concern would be dealt with appropriately and swiftly and without any fear of reprisal, even if your belief of wrongdoing turns out to be unfounded as the result of a thorough investigation.

Whistle Blowing is the everyday term used to describe a disclosure made to someone in authority alleging corruption, malpractice, or wrongdoing on the part of another person.

The Legal Position

Flexible Workers who make a 'protected disclosure' are protected from being treated badly or being dismissed as a result of making the disclosure.

- criminal offences.
- risks to health and safety.
- failure to comply with a legal obligation.
- a miscarriage of justice.
- environmental damage; or
- abuse of a child

For a disclosure to be protected it must be made to an appropriate body. For example, disclosing a health and safety issue to the Health and Safety Executive is likely to be protected, but not if the concern was disclosed to the media. The raising of a concern will be covered by this policy provided you have a reasonable belief that the disclosure is made in the public interest.

Procedure

We are committed to the highest possible standards of operation. In line with that commitment, we encourage you to consider raising the matter with your youchoosework contact before taking the matter to an outside body. We will take all such concerns seriously and any individual raising legitimate concerns under this policy will not be subjected to any detriment either during or after their service with the Company. All such concerns raised will be thoroughly investigated and appropriate action taken accordingly.

Safeguarding Complaints

We recognise that the decision to report a concern can be a difficult one to make and we will support you during the process. We will not tolerate any harassment or victimisation (including informal pressures) and will take appropriate action to protect you when you raise a concern to us in good faith.

Every effort will be made to keep the identity of the whistle blower who makes a disclosure under this policy confidential, at least until a formal investigation is underway. In order to ensure that a fair investigation can take place the whistle blower will also be expected to keep the fact that they have raised a concern, the nature of the concern and the identity of those involved confidential. It may be that during an investigation or legal proceedings that the company no longer maintains the whistle blower's confidentiality. If that does occur, then the company will endeavour to notify the whistle blower in advance.

Untrue Allegations

If you make an allegation, but it is not confirmed by the investigation, no action will be taken against you. If, however, you make an allegation maliciously, vexatious, or for personal gain you will be removed from the Company Platform.

REMOVAL FROM THE YOUCHOOSEWORK PLATFORM

You will be removed from the Company's platform and not considered for further assignments if it is found that you have brought the Company into disrepute by:

- Failure to adhere to the Company policies and procedures
- Fraud, theft or deceit or any kind
- Failure to abide by the Company or any professional body code of conduct
- Any form of abuse
- Failure to adhere to safety rules, guidelines, or legislation, potentially resulting in injury to children or other staff members
- Failure to attend assignments without good reason and without notification to youchoosework
- Poor time keeping
- Withdrawing shifts without the recommended notice
- Continual poor performance and poor feedback during assignments
- Failure to disclose criminal convictions to youchoosework Limited
- Breach of confidentiality
- Consuming or being under the influence of alcohol, illegal drugs, or substances during assignments
- Any conduct likely to bring youchoosework Limited into disrepute e.g. fighting, verbal aggression or becoming drunk and disorderly
- Acts of incitement or actual acts of discrimination on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation, or perceived sexual orientation
- Misuse of medication

Please note this list is not exhaustive