

INFORMATION FOR PERSONAL ASSISTANTS

RULES OF EMPLOYMENT AND EMPLOYER EXPECTATIONS

By 'the employer':	
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Contents

The purpose of your role	2
The employer's expectations of you	2
Working relationships	2
Decision making	2
The working environment.....	2
Holiday requests	2
Medications	3
Rules of your employment	3
Decision making and following instructions	3
The working environment.....	3
Behaviour.....	3
Confidentiality.....	4
Timesheets	4
Timekeeping and Reliability	5
Rest Breaks.....	5
Health and Safety	5
Driving.....	6
General Data Protection Regulation (GDPR)	6

This document is intended to provide you with information relating to the rules of your employment and the employer's expectations of you within the role of Personal Assistant. As part of your induction you must read this document in full and sign at the bottom to indicate that you have done so. This document is in addition to and supplements the terms, conditions and requirements outlined in your employment contract.

The purpose of your role

The purpose of your role is to support the employer to live as independently as possible at home and in the community with full choice and control over how they like things done for them and what they would like to do.

As such it is vital that you always respect and follow the employer's wishes and decisions so that they are not disempowered in any way by your opinions, attitudes or actions (including lack of) during the course of your work.

The employer's expectations of you

Working relationships

- in order for the employment relationship to work effectively and positively, good communication as well as mutual trust and respect between you and the employer are essential.
- all PAs in the workplace are expected to respect each other and work together positively and productively for the benefit of the employer despite any differences that may exist.

Decision making

- where you are unsure about something you must always ask questions and seek clarification from the employer. Never simply assume something. It is better to raise any issues or concerns at the earliest opportunity so that these can be resolved quickly and without issue.
- your job description outlines the main purpose and tasks of your job. On occasions your employer may ask you to carry out some additional tasks that are not outlined in your job description, but if they are reasonable you will be expected to carry these tasks out.

The working environment

- you must always be sensitive to the fact that you work in a family and domestic environment. Your work can impact others in the home so please be aware of this and be considerate of the family unit.

Holiday requests

- when you take holiday the employer will have to arrange cover. You should give the employer as much notice as possible (and no less than the minimum stated in your

contract) so that they can arrange cover and be able to agree your holiday request. The more notice you give the more likely your holiday request is to be agreed.

- the employer will not unreasonably refuse holiday requests, but requests given at short notice will only be agreed if the employer is able to arrange adequate cover.
- please remember that Bank Holidays and Public Holidays are considered normal working days. If you do not wish to work on a bank holiday, you must request it as holiday from your annual holiday entitlement.

Medications

- when supporting the employer with medications, you must double check what you have done with another member of staff or the employer themselves, as mistakes can be costly in terms of health and wellbeing.

Rules of your employment

Decision making and following instructions

- a positive approach to joint problem solving is encouraged in this role. However, the employer will always take the final decision as to how things should be done and what is required.
- unless otherwise instructed, at the beginning of each shift you should discuss with the employer the main priorities and tasks that need to be completed or achieved for the day or that particular shift.
- repeated failure to follow instructions or training is a serious issue and could lead to disciplinary action.

The working environment

- great care must be taken with the employer's property and equipment. You must always respect the employer's property and equipment and never use them without express permission.
- intentionally damaging or stealing the employer's property amounts to gross misconduct which could result in your dismissal without notice.

Behaviour

- raising your voice, shouting and the use of swear words will not be tolerated and may amount to gross misconduct.

Confidentiality

- your place of work is your employer's home so you will learn a lot about their personal situation and activities. You must always maintain confidentiality and never pass information on to others about the employer and other employees.
- you must never post comments, photographs or other material online (including social networking sites) that relate to your employer, any member of their family or another member of their staff (or from which any of these parties can be identified) without their express written permission.
- employers will not practice actively reviewing your personal social media accounts unless invited to do so. However, if it is brought to their attention that you are making defamatory comments or someone makes a complaint about your online behaviour they will need to discuss this with you.
- any photographs taken of the employer should be for specific purposes only, which have previously been agreed by them for recording any injuries or activities. In order to comply with the Data Protection Act, photographs are only to be shared with the employer and not staff. Any photographs taken on personal mobiles with the employer's permission shall be destroyed immediately after sending. Photographs are NOT to be shared on any public/social media. Anyone not adhering to these rules will be subject to disciplinary procedures.
- any derogatory or offensive remarks or information about your employer or your colleagues that breaches confidentiality even when discussed outside of the work place could lead to disciplinary action.

Timesheets

- you are expected to complete your timesheet at the end of each shift.
- at the end of the week both you and the employer will sign your timesheet in order to avoid any misunderstandings/inaccuracies about the hours worked.
- deliberate falsification of hours worked amounts to gross misconduct and may result in dismissal.
- any time taken as holiday must also be written and included on the timesheets. You must have the prior approval of the employer before taking or recording any holiday.
- your timesheets are the property of the employer and must not be removed from the household.
- you must complete your mileage and expenses form before the end of the 4 week period so that the payroll service can be informed of this and the appropriate reimbursement can be made. Please submit any receipts for any allowable and agreed expenses with these forms.

Timekeeping and Reliability

- the nature of the work demands reliability.
- you are always expected to arrive on time for your shifts and to work until the end of your shift. Leaving before the end of the shift will only be agreed by your employer in an emergency or in extenuating circumstances.
- if you are going to be more than 10 minutes late, please call the employer to advise them of the reason for the delay and when you are expected to arrive.

Rest Breaks

- you are entitled to an unpaid rest break of 20 minutes if you work more than 6 hours. You will need to agree the timing of this break with your employer so that it suits both parties.
- you cannot routinely take your break at the end of your shift. This will only be agreed in special circumstances and you must agree it with the employer at least 24 hours before the beginning of the shift.
- you may use your personal mobile in your breaks. However excessive use during your shift is not permitted as your job role is focused on the tasks that are set out in job description.

Health and Safety

- the employer has a legal responsibility to ensure that your health and safety is adequately protected and maintained whilst you are working for them. As such the employer will make sure that you are properly trained in how to carry out your role safely and effectively.
- you are expected to co-operate with the employer by making sure you understand and follow all the training and instruction that you have been given.
- you are expected to read the Emergency Checklist (7.16) provided by the employer.
- you must not interfere with or misuse any equipment that has been provided for your health, safety or welfare.
- you must take reasonable care not to put other people at risk as a result of what you do or fail to do in the course of your work.
- you must maintain a good level of personal hygiene. You are required to wash your hands before and after any personal care tasks, handling food or drink or dealing with pets.
- it is your responsibility to inform the employer if something happens that might affect your ability to work e.g. you are taking medication that may make you drowsy. This would be particularly important if you drive.

- you must also report to the employer any injuries, strains or illnesses you suffer as a result of doing your job.
- if there is an accident you are legally required to complete the accident book to record details of what happened and the nature of the injury.

Driving

- if you drive the employer or DP recipient in your car you must have:
 - a) car insurance which includes cover for business use
 - b) a full and valid driving licence
 - c) up to date vehicle tax
 - d) a valid MOT certificate

You must provide your employer with evidence of this before you drive them in your car.

- If you drive the employer or DP recipient in their car
 - a) you must have a full and valid driving licence
 - b) the DP employer will ensure that you are covered under their car insurance
 - c) you will be liable for any parking fines or fixed penalty notices received while driving the employer's car

General Data Protection Regulation (GDPR)

- any personal data that is requested as part of your role will be kept confidential in line with GDPR requirements.
- some of the information you provide may need to be shared with Independent Lives who work closely with Social Services/the local health authority and they may share information with them. There are also exceptional circumstances where Independent Lives are legally required to disclose information to other authorities such as the police, for example if a safeguarding issue is being investigated.
- your employer will issue you with an employee data privacy notice describing how they will handle your personal information.

Please sign in both boxes below as agreement to the above, tearing off the bottom one and giving it to your employer for their records.

PA agreement

I have read and agree to abide by the rules and expectations outlined in this document throughout the course of my employment.	
Signed	
Print name	
Date	

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Please print name	
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