



THE AGENCY  
(MANCHESTER) LTD

## Employment Application Form

Date:

Position Applied for:

### Personal Details

<b>Title:</b>	MR / MRS / MISS / MS	<b>D.O.B</b>	
<b>Forename:</b>		<b>Surname</b>	
<b>N.I Number</b>			
<b>Mobile:</b>			
<b>Email Address:</b>			
<b>Address:</b>			

<b>Next of Kin:</b>		<b>Relationship:</b>	
<b>Address:</b>		<b>Mobile:</b>	

### FOR NON-BRITISH AND NON-EC NATIONALS ONLY

<b>Nationality:</b>		<b>Date of Entry into UK:</b>	
<b>Do you require a work permit? YES / NO</b>		<b>Expiry Date:</b>	

<b>Bank Details</b>	<b>Start Date:</b>	<b>Payroll No.</b>
<b>Employer</b>	The Agency (Manchester) LTD	
<b>PAYE reference</b>	475/NB00398	
<b>Bank Name:</b>		
<b>Account Number:</b>		
<b>Sort Code:</b>		
<b>Account Name:</b>		

**Starter Declaration**

Tick one of the following three statements:

- This is my first job since last 6 April and I have not been receiving taxable Jobseeker's Allowance, Employment and Support Allowance, Taxable Incapacity Benefit, State or Occupational Pension.
- This is now my only job but since last 6 April I have had another job, or received taxable Jobseeker's Allowance, Employment and Support Allowance, Taxable Incapacity Benefit. I do not receive a State or Occupational Pension.
- As well as my new job, I have another job or receive a State or Occupational Pension.

**Student Loans:**

- I make Type 1 Student Loan repayments through payroll
- I make Type 2 Student Loan repayments through payroll

**P45:**

- I attach a copy of the P45 from my previous employer

**Education****Relevant Qualifications****E.G. School/College/University/Adult Education**

(Please begin with most recent and work backwards)

Qualifications	Name & Address of Establishment:	Dates from & to:

**Training**

<b>Mandatory Training:</b>	YES / NO	Date:	
<b>Manual Handling:</b>	YES / NO	Date:	

<b>DBS:</b>	YES / NO	<b>Date of Expiry:</b>	
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**Certificate No.:**

I require a DBS (please circle if appropriate) YES / NO

**Employment**

Current or most recent post first

Name & Address of Employer	Position	Dates (dd/mm/yy)		Reason for Leaving:
		From	To	

**References**

Give name, job title, relationship to referee and address to TWO people, who must know you well to whom a reference may be made. Referee 1 **MUST** be your present (or most recent) employer, Referee 2 **MUST** be from a previous employer (unless you have only one job, in which case this may be an education or character reference). If you have never held a job, educational and/or character references will be satisfactory. A character referee: must have known you well personally for at least two years; must not be related to you by birth or marriage: and must hold (currently or retired) some form of professional occupation or public office.

Referee 1	Referee 2
<b>Name:</b>	<b>Name:</b>
<b>Job Title:</b>	<b>Job Title:</b>
<b>Relationship to referee:</b>	<b>Relationship to referee:</b>
<b>Address:</b>	<b>Address:</b>
<b>Post Code:</b>	<b>Post Code:</b>
<b>Tel No:</b>	<b>Tel No:</b>
<b>Email:</b>	<b>Email:</b>

Healthcare Assistant's Questionnaire	
Tell me about your experience working in a Care Home:	
Why do you think you make a good Care Assistant?	
What are your roles and responsibilities as a Care Assistant?	
What area of care do you prefer? (Dementia/EMI/Nursing/Residential)	
What is meant by the term abuse?	
What hours do you prefer to work?	

Health Record	
Have you at any time, suffered from any of the following that required treatment?	
<b>Mental Health Problem:</b>	YES / NO
<b>Back Problems:</b>	YES / NO
<b>Allergies:</b>	YES / NO
<b>Skin Conditions:</b>	YES / NO
<b>Heart or Lung illness:</b>	YES / NO
<b>Epilepsy or Diabetes:</b>	YES / NO
<b>Had an operation within the last 12 months:</b>	YES / NO
<b>Currently receiving any kind of treatment or medication:</b>	YES / NO
<b>Have you been overseas in the last 6 months:</b>	YES / NO
<b>Do you smoke:</b>	YES / NO
<b>Have you seen a GP in the last 12 months</b>	YES / NO
<b>Please state if you have had a VACCINATION or IMMUNISATION for:</b>	<ul style="list-style-type: none"> <li>• Rubella - YES / NO</li> <li>• Tetanus - YES / NO</li> <li>• Hepatitis B - YES / NO</li> <li>• Tuberculosis - YES / NO</li> <li>• Poliomyelitis - YES / NO</li> </ul>

### Home Office Circular HCC 102/88

All applicants must answer all questions on this form; failure to do so will render your application invalid. In accordance with the above circular, you are required to provide the following information which will be passed onto the Criminal Records Bureau to check the existence and content of any criminal record.

Because of the nature of the work for which you are applying, this post is exempt from the provisions of section 4 (2) of the rehabilitation of offender's act 1974 (exemptions) (amendment) order 1986. Applicants are therefore, not entitled to with-hold information about convictions, which for any other purpose are 'spent' under the provisions of care and in the event of employment, any failure to disclose such convictions would result in removal from our register.

Please note that this information will only be provided to and checked with CRM after a successful interview has taken place.

Have you ever been convicted of a criminal offence in the past?	YES / NO
Are you presently under police investigation?	YES / NO
Have you a Maiden Name?	YES / NO
Have you previously used or do you currently use a different surname?	YES / NO

Present Address:

Previous Address: (must cover previous 5 years)

Place of Birth:	
Date of Birth:	
What is your height (in CM):	
Colour of Eyes:	
Have you any identifying features:	

I consent to the above information being checked with the CRB and I am aware that any spent convictions will also be disclosed.

Signed: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

### Equal Opportunities

The Agency (Manchester) LTD Services aims to provide equal opportunities and fair treatment for all employees. All details are held in accordance with the Data Protection Act 1998.

This confidential information is provided voluntarily. The information will be used to provide an overall profile analysis of our employee base and will not be used to match candidate's needs with those of the Employers.

If you would like help in completing the form, please ask a member of staff. **(Please circle as appropriate)**

Asian	Bangladeshi / Indian / Pakistani / Any other Asian background
Black	African / Caribbean / Any other Black background
Mixed	White and Asian / White and Black African / White and Black Caribbean / Any other Mixed background
White	English / Irish / Scottish / Welsh / Any other White background
Other	Chinese / Any other Ethnic group
	Rather Not Say

### Disability

The Disability Discrimination Act 1995 (DDA) defines a person as disabled if they have a physical or mental impairment which has a substantial and long term (i.e. has lasted or is expected to last at least 12 months) adverse effects on one's ability to carry out normal day-to-day activities. This definition includes conditions such as cancer, HIV, mental illness and learning disabilities.

Do you consider yourself to have a disability according to the above definition?

<b>YES</b>	<b>NO</b>	<b>RATHER NOT SAY</b>
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<b>GENDER</b> MALE / FEMALE	Rather Not Say	<b>TRANSGENDER</b> F to M / M to F
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Faith (please circle as appropriate)					
Christian	Catholic	Jewish	Muslim	Sikh	Buddhist
Hindu	Jain	Baha'i	Other	No Religion	Rather Not Say
Sexual Orientation (please circle as appropriate)					
Bisexual	Gay Man	Heterosexual	Lesbian	Other	Rather Not Say

What is 'Working Time'?
<p>The Working Time Regulations require the Agency management to ensure that its workers are not required to work more than an average of 48 hours per week, unless they have signed an 'opt-out' agreement beforehand.</p> <p>What is 'Working Time'</p> <p>The Regulations state that 'working time' is when someone is working at their employers' and/or agents' disposal and carrying their duties and activities.</p> <p>This includes:</p> <ul style="list-style-type: none"> <li>• Working lunches</li> <li>• Travelling to and from work assignments</li> <li>• Undertaking job-related training</li> </ul> <p>This does not include:</p> <ul style="list-style-type: none"> <li>• Routine travel between work and home</li> <li>• Rest breaks when no work is done</li> <li>• Time spent travelling outside normal working time</li> <li>• Training that is not related to your job</li> <li>• 'On-Call' time</li> </ul> <p>You may wish to accept work assignments that amount to more than an average 48 hrs PW. If so, please sign and return the attached opt-out agreement which may be cancelled by you by giving one weeks' notice.</p> <p>Please note: the law prohibits you from being forced to sign an opt-out document. Any opt-out must be agreed to and workers cannot be fairly dismissed or subjected to detriment by refusing to sign an opt-out.</p> <p><b>Name:</b> _____</p> <p>I agree that I may work for more than an average of 48 hours per week. If I want to end this agreement, then I must give one week's notice to my employer and/or my Agency.</p> <p><b>Signature:</b> _____ <b>Date:</b> _____</p>

Agency Worker Acceptance	
<p>I agree to The Agency (Manchester) Ltd Services sharing information about me with its Customers. I understand that only information which is relevant to my suitability to undertake assignments offered to me, will be disclosed. All other information retained by the Agency will be kept in accordance with the Data Protection Act 1988</p> <p><b>Signed</b> _____ <b>Position</b> _____ <b>Date</b> _____</p>	
Declaration	
<p>I declare that the information provided is true and complete. I agree that any deliberate omission, falsification or misrepresentation in the application form will be grounds for rejecting this application or subsequent dismissal if employed by the organisation. Where applicable, I consent that the organisation can seek clarification regarding professional registration details.</p>	
Signature:	Date:

## The Agency (Manchester) LTD – Code of Conduct Policy

The Purpose of the code of conduct policy is:

- To inform all staff under The Agency (Manchester) LTD of the company's expectations about their general conduct and approach to tasks.
- To emphasise the importance of a professional approach to clients and situations that staff may have to deal with.
- To inform staff that they must abide the content of this policy as a condition of their employment by The Agency (Manchester) Ltd.

### Policy Content

#### You Must:

- Be aided by the content of this policy as a condition of employment with The Agency (Manchester) LTD. Repeated discretions will result in disciplinary procedures and ultimately being removed from The Agency (Manchester) LTD service file.
- At all-times remain professional during work. Regardless of the personal relationship that might have engendered from regular contact with service users, The Agency (Manchester) LTD staff must take specific care to keep the professional nature of the relationship intact in the working environment.
- Make effort to keep up to date with many changes in The Agency (Manchester) LTD's policy and procedures.
- Keep to the requirements of all policies and procedures and any other regulations that The Agency (Manchester) LTD may publish from time to time. This is a condition of employment with The Agency (Manchester) LTD.
- Respect the working practices and the demand of our service users.
- Always act with the best interests of the service user and The Agency (Manchester) LTD in mind.
- Always, when applicable, keep to the requirements of a care service plan at any circumstances.
- Always inform their immediate supervisor of any doubts or queries they have relating to their job function of their service user.
- Always allow choices and control for the service user on what is best for them. This includes both treatment and personal affairs.
- Ensure, in the unlikely event that a complaint may be reasonably called for, that the service user is made aware of The Agency (Manchester) LTD's complaint procedure and refer them to The Agency (Manchester) LTD's policy about complaints.
- Always inform The Agency (Manchester) LTD of any events that may lead to a complaint, or that may affect any other duties and obligations required by The Agency (Manchester) LTD's policies.

#### You Must Not:

- Arrive late for pre-assigned duties without providing The Agency (Manchester) LTD with a satisfactory explanation in advance.
- Inform client of any changes to their rota without having first confirmed the changes with The Agency (Manchester) LTD beforehand.
- Attempt to perform any duties of care or otherwise that falls outside their expertise and/or qualifications. Specifically, care assistance must not attempt to perform duties of nursing staff.
- Discriminate between people on the grounds of creed, colour, race, political preference, sexual preference, ethnic background, age, marital status, gender, or disability of whatever nature.
- Discuss the confidential affairs of The Agency (Manchester) LTD or the service user without written permission to do so. Staff may only be exempt from this requirement in cases where the law dictates otherwise or if silence may negatively affect the well-being of the service user.
- Do or say anything that may put the dignity or health of their service user at risk.
- Do, say or cause anything that may harm the good reputation of The Agency (Manchester) LTD.
- Do or say anything that may cause the staff or The Agency (Manchester) LTD's integrity to be questioned.

### DECLARATION

I \_\_\_\_\_ hereby acknowledge that I have read, understood and are committed to comply with all the contents within The Agency (Manchester) LTD Services code of conduct policy.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

## Job Description for Care Assistants and Senior Support Workers

Main purpose of the role:

To maintain a high standard of care and to provide adequate support when necessary. To work with and be part of a valued team and to maintain a safe and pleasant environment for all being cared for.

Summary of Duties and Responsibilities:

(The role may involve some or all of the following. This is not intended as a complete list and is supplied for information only)

- Assist customer to get up, dressing and preparing them for their day
- Washing, bathing, showering, oral care, grooming
- Toileting, assisting with use of commode, emptying commode
- Using manual handling equipment as specified
- Working with other care professionals such as District Nurses, GP's, etc.
- Assisting with prescribed medication
- Assist customers to go to bed, including undressing and washing
- Preparation of meals and assistance with feeding
- General household duties
- Bed making and laundry
- To keep accurate records of care visits

Knowledge and Skills Required:

- Experience in the care field
- Ability to communicate with people at all levels
- Reliability and punctuality
- Ability to remain calm under pressure and to be able to think laterally and logically
- Ability to adhere to legislations, especially in regards to policies and procedures as laid down by Local Authorities, The National Minimum Standards for Care and the UKHCA Code of Practice
- Ability to empathise with people

Signed \_\_\_\_\_

Date \_\_\_\_\_