

SOUTHERN CROSS AGENCY LLP

0207 589 9005



Handbook for Temporary Workers

We are delighted to offer you work as a Temporary Worker providing dental nurse services. Please take the time to read through all paper work given to you, as it will help to make your work stress free. Do remember that you are providing a service on behalf of Southern Cross we have high expectations and expect you to follow the guidelines as per this handbook.

ACCEPTING A PERMANENT JOB

Sometimes when you are assigned on a temporary contract to a surgery you will find they may be looking new permanent member of staff. If at any time you are offered a permanent position please contact us as we are able to negotiate a good hours, holiday and salary package on your behalf. If you feel that temporary nursing is not for you, please feel free to contact us about our range of permanent positions. We may well have something to suit you. It is your responsibility to inform the agency immediately about that permanent offer.

ALLOCATION OF WORK

We try to give you work as close to home as possible and you will usually be given a choice as to where you work. Work is allocated daily or weekly according to each individual temporary worker. It is essential that you look up your work address and relevant tube station, post code the evening or day before. It is vital that if a client requests for you return to the surgery or extend a booking you must let us know immediately, so we do not book you elsewhere. It is also essential that if you do not have work allocated for the following day, that you call the office or text lunchtime. All clients will allow you to use their phone to make a short call.

We will text you each week usually from **07957434054**, this is the general Southern Cross mobile number that clients have too. The office number is 0207 589 9005.

Sarah is usually around answering phones interviewing and dealing with queries and permanent staffing on Mondays, Tuesdays and Wednesdays. Poppy is usually around answering phones, processing pay, and account queries. On occasions we vary from our regular days and will swap around but one of us is always available.

Direct mobile numbers are Sarah 07884065441 and Poppy's 077770935500.

APPEARANCE

Please arrive at the surgery in your own clothes; no uniform should be worn outside of the surgery environment. Dental nurses must provide their own uniforms and present themselves neat and tidy. You must be ready to start work at the appointed time, in appropriate dental uniform. Your uniform should be a white or blue dental tunic, with blue, white or black plain trousers, or if you prefer you can wear a blue or white nurse's dress. Alternatively some dental nurses prefer scrub suits in pale blue, dark blue or white. If you are unsure whether your uniform is suitable you can bring it in and show us. We do have uniforms at the agency, and if we do not have your size in stock it can be ordered. They cost £25 each, which you can pay cash for or we can deduct from your wages.

Shoes should be flat, plain and simple and with a closed in toe. No trainers allowed no tracksuit or jogging pants, and no combat trousers or jeans allowed. The agency will provide a name badge to be worn in surgery at all times. Any make-up should be discreet, jewellery kept to a minimum, long hair must be tied back, and no nail varnish or nail extensions.

CANCELLED TEMPORARY BOOKINGS

Thankfully late notice cancellations are very rare. If changes are made the day before up to 6pm we can usually find alternative work for you.

In the unlikely event that you arrive at a surgery and are not needed, please phone the agency immediately. **Do not leave the surgery until the agency has confirmed to you that it is ok to leave.** A non cancellation charge will be paid to you of five hours pay providing the agency have agreed it is ok for you to leave the surgery and you have a signed timesheet from the client.

COMMUNICATION

It is vital that we have good communication between the office and each temporary worker. If we send you a text message or leave a voice mail please respond as soon as possible. Similarly when there is no one in the main office your calls are transferred and will be answered, or you can leave a message. We will often text your work directly to your mobile it is important to check your phone at lunchtime and at the end of the day. It is important that you confirm receipt of any text we send you.

If you need to contact out of office hours during the evenings or weekends either call the main number or our mobile. We will respond that same day if you call is about changes to your working week.

If you have any pay queries please call the office during normal working hours or email accounts@southerncrossdental.com

CONDITIONS AND COMPLAINTS

If for any reason you are unhappy with the conditions at the surgery you are in, or you have a complaint please let us know and we can find alternative work. Please email cv@southerncrossdental.com with details of your complaint

EXPECTATIONS

Dentists expect you to have a good, sound, working knowledge of products, materials and surgery procedures. You will be asked to carry out all surgery duties which will include general chair side duties, and some reception duties. Whilst carrying out chair side duties it is generally expected that you assume overall responsibility for all cross infection control as directed by each client. Dentists repeatedly tell us that if a nurse has a good attitude, willingness and adaptability, it can compensate for a lack of experience with a particular material or procedure. It is better to ask someone within the practice than upset the dentist for the rest of the day!! Occasionally you may be expected to carry out other non- clinical duties such as emptying bins.

Many dentists enjoy working with an agency nurse for the day as it provides them with a change too, but please remember that each dentist is different, and whilst one may like to hear all about you and your travels, where and what you do socially, another may be totally distracted by talking. Take your lead from the dentist, remain quiet until you see how they like to work. It is important to behave professionally at all times whilst in the surgery. Under no circumstances can you discuss any assignments, individual dentists or patients outside of the client's own surgery. Do remember that dentistry is a small world. Working in one part of London one day and the next day you may find yourself assisting a dentist who is the partner of the client you previously assisted!!

ABOVE ALL REMEMBER TO CREATE A GOOD IMPRESSION SO THAT YOU WILL BE ALWAYS ASKED TO RETURN.

FLEXIBILITY

As a Temporary worker a key skill required is flexibility in your availability, hours and preferred location of assignments. At Southern Cross we will always do our very best to ensure that you are assigned the booking that most match your experience however sometimes we are unable to give you a choice of work or it may be necessary to ask you to travel to a different surgery.

GLOVES

It is expected that at all surgeries you will wear protective gloves. Please note not all surgeries hold stock latex free or powder free gloves if you have an allergy to either of these please carry your own appropriate disposable gloves with you to each assignment.

HOLIDAY ENTITLEMENT

All temporary workers will be entitled to 28 days holiday. Annual leave will be based on the accounting year operating between 1st Sept – 31st Aug each year.

All annual leave is based on the average weekly hours of each temporary worker, calculated on the normal payroll system

LUNCH HOURS

On each time sheet you must clearly indicate whether you had a lunch break and for how long. If on your time sheet the lunch break space is left empty one hour is **AUTOMATICALLY** deducted. Up to one hour is acceptable for lunch but no longer. If you are working with a client who has more than one hour each day please gently remind them that you are not paid for lunch time and prefer to have less time for lunch.

NEEDLE STICK / INJURIES

If during an assignment you sustain any injury you must follow the surgery policy for any such incident. In addition you must email details any incident with 24 hours to cv@southerncrossdental.com

TRAVEL

Every effort will be made to offer you work as close to your home as possible, but some travelling is inevitable. Expect that travelling cost will cost approximately £6 per day. Although it is usually cheaper to buy a weekly or monthly travel card. You should check where you are likely to be working in the week ahead before you buy it.

The agency does not pay your travelling expenses or your travelling time. In very exceptional circumstances expenses may be occasionally paid but only when previously agreed with the agency. Some corporate clients pay travel expenses, but you will be advised of this when being allocated that particular job. You must keep these relevant tickets and send them in attached to the relevant time sheets.

It is worth getting to know your local bus routes and over ground trains. These are often better value and more direct trains. Buying an oyster card will further reduce your travelling costs, either enquire at a tube station or visit the website.

TIMEKEEPING

Timekeeping is vitally important. When a client books a nurse the question we are frequently asked is "will the nurse be on time" To avoid stress at work, please ensure that you have looked up on your map the location of the practice the night before. You must carry your A-Z with you every day. If for any reason you are going to be late, are lost, or cannot get to the client, **PHONE THE AGENCY IMMEDIATELY**. In extreme circumstances phone reverse charge. Phoning the agency immediately will ensure that we inform the client and if necessary get a replacement nursing colleague. Text messages sometimes go astray so it is vital that you get a reply to any text messages you send.

Please note that our phones are automatically answered 24 hours a day. It is therefore vital that you phone if you can not make it to work.

TIME SHEETS

Time sheets are provided by the agency and they remain the responsibility of the temporary worker until they are received at the office. Do not leave your time sheets at a surgery for a client to send to the agency as this will delay payment. Each timesheet must be filled out clearly with your full name, name of practice and full address (even if you regularly visit a client). A separate time sheet must be completed and signed by each separate client, for each week. If for any reason you do not have a time sheet, then use a piece of HEADED notepaper from the surgery in which you are working. This is for extreme circumstances only; many clients will only accept Southern Cross time sheets. Some hospitals will also require you to fill in a hospital time sheet Time sheets must be completed precisely and sent to the agency each Friday.

Timesheets each week can be posted, scanned email to accounts@southerncrossdental.com or faxed to 0207 589 9222. The should arrive at the office by noon on Tuesday each week.

TIME SHEETS ARE VITAL TO OUR WORK; IT IS OUR ONLY WAY OF VERIFYING YOUR HOURS AND PAYING YOU, SO PLEASE ENSURE THAT THEY ARE CLEARLY FILLED IN WITH ALL REQUIRED DETAILS.

Failing to produce a timesheet can result in your wages being delayed by up to one month. It is important that for your own records you keep a simple record of the hours you have worked.

TIME OFF

Working as a temporary dental nurse you are free to take time off as long as you give us enough notice. If you have been given a booking you must complete it, except in extreme circumstances. If you are sick, or for any other reason you can not make it to work, call the agency immediately. Calling will ensure that a replacement nurse will cover your booking. Taking time off without notice causes problems as Southern Cross accepts work based on the number of temporary nurses available, so if you have not booked time off we have probably accepted work on your behalf. Please note that taking time off can affect your accumulative holiday pay.

PAYMENT

You are paid at the hourly rate of £ 10.00. You will be paid a higher hourly rate for any Saturday work you choose to do. Occasionally, if you are working in a corporate company you may be paid at a slightly higher rate, but you will be told this in advance

PAYMENT INTO YOUR BANK ACCOUNT

Your wages will be paid weekly directly into your bank account. In order to be paid you must each week send your time sheets to the office **first class** after work each Friday You need one time sheet for each surgery that you work in during the week.

Your wages will be paid directly into your bank account by giro and a payslip sent to you. If your time sheets arrive by 9am Tuesday morning then your wages will be processed on Tuesday, allow 2 / 3 days for the payment to show in your account. If your time sheets do not arrive at the office by 10am each Tuesday then you may miss out on that payroll and have to wait until the following week for pay. **Please note that we do one payroll run each week and we cannot wait for time sheets.**

TAX AND NATIONAL INSURANCE

As soon as you commence employment with Southern Cross please ensure that we have your recent P45 or a recent P46 and your national insurance number.

Tax is automatically deducted from your wages weekly. One of the following will apply:

- ❖ If you have worked in the UK in the current tax year (April to April) we need your P45. Your previous employer will give you a P45 after you leave, and Southern Cross needs parts 2 and 3 of it.
- ❖ If you have not worked in the UK in the current tax year, you will need to fill in a P46, issued by Southern Cross when you register with the agency, and we will need to send it to the Inland Revenue who will process it and issue a proper coding.

- ❖ If you are a full time student you will need to fill in a student declaration, issued by Southern Cross.
- ❖ If you have a full time job elsewhere but work for Southern Cross part time or just on occasional days you will fill out a P46 issued by Southern Cross and pay the basic rate of tax.

For your information:

TAX REF IS: 073/S985 BRADFORD BECKSIDE TAXPAYER SERVICE OFFICE
ADDRESS CENTENARY COURT, 1 BLAISE WAY, BRADFORD BD1 4YD

National Insurance is automatically deducted from your wages. National Insurance is a contribution you must pay towards state pension and medical schemes. If you do not have a National Insurance number you should make an appointment with your local contributions agency to get one. We do have a list of these offices for you to call. We automatically issue you with a temporary N.I number, which you can use for up to 2 months.

If your job or tax circumstances change you must let us know.

If your address or phone number changes you must let us know within 7 days of the changes being effective

If your bank account details change you must let us know within 7 days of the changes being effective

USEFUL EMAIL ADDRESSES

Email for wages queries, holiday requests or change in pay, personal details accounts@southerncrossdental.com. Poppy is usually contactable on this email address.

Email for changes in work requirements, sending CV's to register interest in a vacancy we have advertised, complaints or suggestions cv@southerncrossdental.com. Sarah is usually contactable on this address.

USEFUL PHONE NUMBERS TO CONTACT US

Main office 0207 589 9005 during office hours

Out of office numbers. 07957434054 mobile. Main offices on divert usually to this number, but always call both numbers out of hours.

Fax 0207 589 9222

24 HOUR TRAVEL INFO LINE (Buses and Tubes) 0207 222 1234

BRITISH RAIL INFO LINE 08457 484950

USEFUL WEBSITES

www.nationalrail.co.uk

www.oystercard.co.uk

www.journeyplanner.tfl.gov.uk

Quick guide to working

1. Always carry your A-Z
2. Always carry some extra money
3. Always wear proper dental uniform and ensure you look neat and tidy
4. Always carry time sheets, and never leave a surgery without signed timesheet
5. Always allow extra time in case of delays
6. Get a separate time sheet signed at each practice
7. Post or bring in timesheets each Friday.
8. Always behave politely and professionally.
9. Phone the agency immediately if you have any problems, or are unsure about your allocation of work.
10. Any confusion over a booking call the office **DO NOT LEAVE THE SURGERY**