Working for Richard House

Richard House is London’s first hospice for children. We offer support to children with life limiting, life threatening and complex healthcare conditions to make the most of the time they have.

This document will tell you more about the principles of working for Richard House, including outlines of the key policies, and some of the benefits of working here.

What are some of the key principles of working for Richard House?

Safeguarding

Safeguarding and protecting children, young people, young adults and visitors from harm is a very high priority for staff at our hospice and plays a large part in everything we do.

We take our safeguarding responsibilities very seriously and promote that it is everybody’s business to recognise those who may be vulnerable and need support or intervention. We embrace the Essential Standards of Quality and Safety from the Care Quality Commission and in doing so are committed to working in partnership with local agencies and authorities to ensure those who visit us or admitted into our care are protected from harm.

Staff support

We believe that for safeguarding and good practice to happen, we need staff and volunteers who are carefully selected, feel valued and encouraged, and are appropriately trained, managed and supported in their work.

Staff are supported through formal supervision and appraisals systems. Training needs are regularly assessed and an environment of learning and sharing of knowledge is encouraged. In addition, care staff receive clinical supervision as a team from an external facilitator.

We also offer all staff access to a 24 hour confidential counselling and legal helpline.

Diversity

Richard House is committed to ensuring that it provides equal opportunities in employment and volunteering. The Equal Opportunities & Diversity Policy aims to ensure that no job applicant, employee or volunteer is discriminated against.

What are the benefits of working for Richard House?

Peaceful location

Richard House is located on the edge of the Docklands in Beckton, close to London City Airport and Canary Wharf. Being in zone 3, we are close enough to the city for easy access, but we are far enough that you can enjoy the peace and tranquility of our award winning gardens.

Our nearest station is the Royal Albert DLR and there are a number of buses which run close by which connect us to Canning Town and East Ham. We also have free car parking available within the grounds.

Working hours
• Flexi-time policy

Richard House operates a flexi-time policy to support staff to work flexibly if the role allows. However, some are excluded, due to the nature of their duties, or because they are employed for specified times of attendance. Further information is available from Human Resources.

• For office based roles

Normal hours of work for full time posts are 9.00 am to 5.00 pm, Monday to Friday with a total of 1 hour for unpaid breaks to be taken during the working day. Details of normal working hours and unpaid breaks for part time positions will be confirmed by Human Resources.

In all roles you are required to work such additional hours as may be necessary for the proper performance of your duties, this may include weekend or evening work.

• For direct care posts

The Care team operates on a two-shift system. Shifts run from 7.45am to 8.15pm and from 7.45pm to 8.15am. Applications for full or part time positions are most welcome. This shift system averages 37.5 hours per week.

Unsocial hour’s benefits (certain Care positions only)

Unsocial hour’s payments in addition to basic pay are as follows:

- 8pm to 8am Monday to Friday, plus 50% (time and a half)
- Midnight Friday to midnight Saturday plus 50% (time and a half)
- Midnight Saturday to midnight Sunday plus 100% (double time)
- Bank holidays plus 100% (double time)

Human Resources will confirm which roles unsocial hour payments applies to.

Pensions

Richard House offers two pension schemes;

1 – Friends Life
All new employees that are eligible for a pension will be automatically enrolled into the Friends Life scheme. The employer contributions are 7% as long as the employee contributes 3%.

2 – NHS Pension Scheme
Any person directly transferring their employment from the NHS to Richard House may continue in the NHS scheme. The employer pays 14% contributions. **You can only join the NHS pension if you were enrolled in the last year with a previous employer.**

Both schemes are subject to certain conditions. Further information is available from Payroll.

Holiday allowance

Date of Implementation: April 2002
Reviewed: January 2017

Responsibility for Review: Human Resources Officer
Next Review: January 2018
Full time staff are entitled to annual leave and Bank Holidays as follows;

<table>
<thead>
<tr>
<th>Department</th>
<th>Entitlement</th>
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<tbody>
<tr>
<td>Care team</td>
<td>262.5 hours including Bank holidays</td>
</tr>
<tr>
<td>Administrative</td>
<td>27 days plus 8 Bank holidays</td>
</tr>
<tr>
<td>Retail</td>
<td>27 days plus 8 Bank holidays</td>
</tr>
</tbody>
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After five years of service, annual leave entitlement increases by a further two days.

Holiday allowance for part time staff is pro-rated in line with their contracted hours.

Richard House care staff also receive an element of unsocial hours based on working patterns over the previous 12 weeks in the first 20 days of their annual leave entitlement.

**Season ticket loan**

On completion of your probationary period, you may be entitled to an interest free season ticket loan. Further information is available on request from Human Resources.

**Relocation allowance**

A relocation allowance of up to £2000 is available for hard to recruit posts subject to the conditions set out in the policy. Further information is available from Human Resources.

**Childcare vouchers**

Richard House participates in a childcare vouchers scheme using salary sacrifice – please contact Human Resources for more information.

**Sick scheme**

For periods of certified sickness (self or GP), reported in line with our Sickness Policy, there is a Hospice Sick Pay Scheme.

**Occupational health**

All staff at Richard House have access to Occupational Health support during their employment.

New starters will be asked to complete a medical form prior to starting, and may be referred to Occupational Health for further guidance. For positions within the Care team we will require a full set of immunisations.
What else should I know?

Probationary period

All positions at Richard House are subject to a 6 month probationary period.

Age

For all staff working within the care field, a lower age limit of 18 is set.

Disclosure & Barring Service Check (DBS)

Richard House complies fully with the DBS Code of Practice and undertakes to treat all applicants for positions fairly. Richard House commits to not discriminate unfairly against any subject of a DBS on the basis of conviction or other information revealed. Candidates can ask to see copy of the Code of Practice or related DBS policies from Human Resources.

Fit & proper persons test

Under the Finance Act (2010), Richard House must ensure managers are “fit and proper persons”. New managers are asked to sign a declaration disclosing certain information about their past that may impact on whether or not they are indeed “fit and proper”. This information is referred to HMRC to review and evaluate. HMRC will be responsible for raising any concerns it has if there is anything to indicate the person may misuse the charity funds and tax reliefs. For further information please contact Human Resources.

References

Offers of employment are subject to receipt of at least two satisfactory references, one of which should be from your current or most recent employer. Human Resources will take these up following a verbal offer of employment.

References for Care posts will cover at least five years of previous employment, and references for all non-Care posts will cover at least two years of previous employment.

Verification of qualifications

Verification of all relevant qualifications will be sought from the awarding body. Originals of all certificates will be requested and copies will be kept on file.

Smoking policy

Richard House is a non-smoking environment.