horizontal line

OnCall Daily Duties

# Officers

John C, Michael E, Samuel M

# Standard Duties

## Duties are as follows

**MAKE SURE YOU LOG INTO THE TEXTme App to receive all CALLS & Texts and ZOOM to connect with Booking Manager at every shift.**

1. Check for new email or Portal requests from different clients we supply to. **Flexi/Caretech, Comensura, Neuven, Hiregenics, Care Hires** and contact all staff that can cover using WhatsApp, phone calls & Texts
2. Post & recover all reassigned shifts in blue text on the tracker during the week and following weeks ahead.
3. Book and update staff members according to confirmed shifts using the Tracker, staff personal profile and Daily Booking Log (DBL) and personal messages(Text/Oncall WhatsApp)
4. Next day staff must be contacted by telephone when and if they do not respond to reminders by 22:00 latest.
5. **When Compliance sends in a new staff** **or Existing staff** details into the Admin Team group, (**please see GUIDELINE on Page 7)**
6. Make sure you have the following windows open on your computer each day….. **ALL 2 EMAILS with their respective Drives, Staff Tracker, Personal Profile, DBL, DATA RECORD, Staff Finder(remember to refresh), Hiregenics, Comensura, Care Hires), Google Maps, Communicator App & Oncall/Whatsapp Phone with you @ ALL TIMES.**
7. **Invoicing to be completed by Staff on Duty when prompted by Manager/Supervisor during payroll week if not completed on Tuesday as expected.**

# Notes

* Use the dropdown tool on the DBL to select when you are active
* At 3pm Check the current **status on already booked shifts on Care Hires, Comensura and Hiregenics** before confirming with staff.

# Action Items for Monday's

* **Request for the SPECIFIED BOOKING LOG by 9am during payroll week.**
* **Submit timesheets and raise Invoices for Neuven, CareHires, HireGenics** **before 10am**.
* ***Staff on DUTY* to Count all shifts covered and cancelled for the entire previous day (Sunday) and enter final figures on the tracker.**
* ***Staff on DUTY* on Payroll week to identify who has worked(WHITE) & NOT(RED), list out services covered for the 2 week period using the PayRegister and then create the appropriate Weeks on the Folders(SERVICES & STAFF) on the drive.**
* At 3pm Check the current **status on already booked shifts on Care Hires, Comensura and Hiregenics** before confirming with staff.
* ***Staff on DUTY*** to Request for an updated booking log from Flexi from around 15:00 for bookings from the day and onwards
* Post/Cover all **reassign** shifts from today onwards on the entire tracker
* Check for **Cancelled** shifts on the entire LOG and contact staff involved if new.
* Check for the **wake night** shifts for Monday on THE LOG and contact staffs involved
* Check for next day **(Tuesday)** covered shifts on LOG, ensure we have a staff to cover
* Check for shifts booked/entered on tracker but not on LOG
* Send out reminders for next day shifts
* **Check for all shifts booked on** Sunday in Blue texts and Monday in Purple **USING THE DBL; making sure all is in the CURRENT LOG as status COVERED.**
* Check for **outstanding** shifts on LOG and COVER.
* **Contact all staff yet to submit timesheet on Payroll Week**
* **Send FLEXI all updated Proforma in the Weekly proforma folder by 11am**

# Action Items for Tuesday's

* ***Staff on DUTY* to Count all shifts covered and cancelled for the entire previous day (Monday) and enter final figures on the tracker.**
* ***Staff on DUTY* on Payroll week to contact all staff yet to submit timesheet making sure we have them by 9am**
* ***Staff on DUTY* on Payroll week to ensure all statuses matches number of timesheet submitted or expected, check and match all Timesheet with PayOut entries by using the appropriate colour then merge staff timesheet alphabetically, send the wages sheet and merged timesheet to Booking Manager by 3pm**
* ***Staff on DUTY* on Payroll Week to Invoice date by date in sequential format and send merged copy to the BM by 5pm or immediately after completion**
* At 3pm Check the current **status on already booked shifts on Care Hires, Comensura and Hiregenics** before confirming with staff.
* ***Staff on DUTY*** to Request for an updated booking log from Flexi from around 15:00 for bookings from the day and onwards
* Post/Cover all **reassign** shifts from today onwards on the tracker
* Check for **Cancelled** shifts on the entire LOG and contact staff involved if new.
* Check for the **wake night** shifts for Tuesday on THE LOG and contact staffs involved
* Check for next day **(Wednesday)** covered shifts on LOG ensure we have a staff to cover
* Check for shifts booked/entered on tracker but not on LOG
* Send out reminders for next day shifts
* **Check for all shifts booked on** Monday in Blue texts and Tuesday in Purple **USING THE DBL; making sure all is in the CURRENT LOG as status COVERED**
* Check for **outstanding** shifts on LOG and COVER.

# Action Items for Wednesday's

* ***Staff on DUTY* to Count all shifts covered and cancelled for the entire previous day (Tuesday) and enter final figures on the tracker.**
* At 3pm Check the current **status on already booked shifts on Care Hires, Comensura and Hiregenics** before confirming with staff.
* ***Staff on DUTY*** to Request for an updated booking log from Flexi from around 15:00 for bookings from the day and onwards
* Post/Cover all **reassign** shifts from today onwards on the entire tracker
* Check for **Cancelled** shifts on the entire LOG and contact staff involved if new.
* Check for the **wake night** shifts for Wednesday on THE LOG and contact staffs involved
* Check for next day **(Thursday)** covered shifts on LOG ensure we have a staff to cover
* Check for shifts booked/entered on tracker but not on LOG
* Send out reminders for next day shifts
* **Check for all shifts booked on** Tuesday in Blue texts and Wednesday in Purple **USING THE DBL; making sure all is in the CURRENT LOG as status COVERED**
* Check for **outstanding** shifts on LOG and COVER.

# Action Items for Thursday's

* ***Staff on DUTY* to Count all shifts covered and cancelled for the entire previous day and enter final figures on the tracker.**
* Send before and after timesheet to workers we had to make amends for during payroll week as a means of correction
* At 3pm Check the current **status on already booked shifts on Care Hires, Comensura and Hiregenics** before confirming with staff.
* ***Staff on DUTY*** to Request for an updated booking log from Flexi from around 15:00 for bookings from the day and onwards
* Post/Cover all **reassign** shifts from today onwards on the entire tracker
* Check for **Cancelled** shifts on the entire LOG and contact staff involved if new.
* Check for the **wake night** shifts for Thursday on THE LOG and contact staffs involved
* Check for next day **(Friday)** covered shifts on LOG ensure we have a staff to cover
* Check for shifts booked/entered on tracker but not on LOG
* Send out reminders for next day shifts
* **Check for all shifts booked on** Wednesday in Blue texts and Thursday in Purple **USING THE DBL; making sure all is in the CURRENT LOG as status COVERED**
* Check for **outstanding** shifts on LOG and COVER.

# Action Items for Friday's

* ***Staff on DUTY* to change the Status of**
* ***Staff on DUTY* to Count all shifts covered and cancelled for the entire previous day and enter final figures on the tracker.**
* At 3pm Check the current **status on already booked shifts on Care Hires, Comensura and Hiregenics** before confirming with staff.
* ***Staff on DUTY*** to Request for an updated booking log from Flexi from around 15:00 for bookings from the day and onwards
* Remove all workers whose documents are out of date from region WhatsApp groups
* Post/Cover all **reassign** shifts from today onwards on the entire tracker
* Check for **Cancelled** shifts on the entire LOG and contact staff involved if new.
* Check for the **wake night** shifts for Friday on THE LOG and contact staffs involved
* Check for next day **(Saturday)** covered shifts on LOG ensure we have a staff to cover
* Check for shifts booked/entered on tracker but not on LOG
* Send out reminders for next day shifts
* **Check for all shifts booked on** Thursday in Blue texts and Friday in Purple **USING THE DBL; making sure all is in the CURRENT LOG as status COVERED**
* Check for **outstanding** shifts on LOG and COVER.
* ***Staff on DUTY* to update Tracker with Services/Home section (Add new services booked) for current week and all future tracker weeks if any**
* **REMOVE ALL WORKERS NOT COMPLIANT FROM THEIR CORRESPONDING WHATSAPP GROUPS**

# Action Items for Saturday's

* ***Staff on DUTY* to Count all shifts covered and cancelled for the entire previous day and enter final figures on the tracker.**
* **Match all entries & non entries on Tracker with all personal profiles for the following new week.**
* **Create one new week schedule for every staff NOT IN GOLD OR RED BACKGROUND ON THE CURRENT DBL LIST… Make sure we have at least 6(SIX) weeks worth of profile in advance starting from next week.**
* At 3pm Check the current **status on already booked shifts on Care Hires, Comensura and Hiregenics** before confirming with staff.
* Request for an updated booking log from Flexi from around 15:00 for bookings from the day and onwards
* Post/Cover all **reassign** shifts from today onwards on the entire tracker
* Check for **Cancelled** shifts on the entire LOG and contact staff involved if new.
* Check for the **wake night** shifts for Saturday on THE LOG and contact staffs involved
* Check for next day **(Sunday)** covered shifts on LOG ensure we have a staff to cover
* Check for shifts booked/entered on tracker but not on LOG
* Send out reminders for next day shifts
* **Check for all shifts booked on** Friday in Blue texts and Saturday in Purple **USING THE DBL; making sure all is in the CURRENT LOG as status COVERED**
* Check for **outstanding** shifts on LOG and COVER.

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# Action Items for Sunday's

* ***Staff on DUTY* to Count all shifts covered and cancelled for the entire previous day and enter final figures on the tracker.**
* **Check the Compliance DATA for all expired or near expiring trainings and documentation and send the list to the BM by 12noon.**
* At 3pm Check the current **status on already booked shifts on Care Hires, Comensura and Hiregenics** before confirming with staff.
* Request for an updated booking log from Flexi from around 15:00 for bookings from the day and onwards
* Post/Cover all **reassign** shifts from today onwards on the entire tracker
* Check for **Cancelled** shifts on the entire LOG and contact staff involved if new.
* Check for the **wake night** shifts for Sunday on THE LOG and contact staffs involved
* Check for next day **(Monday)** covered shifts on LOG ensure we have a staff to cover
* Check for shifts booked/entered on tracker but not on LOG
* Send out reminders for next day shifts
* **Check for all shifts booked on** Saturday in Blue texts and Sunday in Purple **USING THE DBL; making sure all is in the CURRENT LOG as status COVERED**
* Check for **outstanding** shifts on LOG and COVER.
* **Match all entries on BOOKING LOG with OUR TRACKER for the following new week and make sure all BOOKED shifts on LOG are accounted for with a name**
* **All cancelled shifts on LOG must also be accounted for on our Tracker**
* **Ensure all New workers during the week have completed their Staff Signatures**

**Management/Team Targets are as follows**

1. **Total Bookings target for the entire week is at 340 net**
2. **Total Covered shifts target for the week is at 210 net @ 30 shifts covered on tracker per day**

**We all need to keep looking for businesses/shifts to be booked & Covered from all our sources to be able to make our targets for the company to be profitable**

**THINGS TO NOTE on Every shift request from a client ARE AS FOLLOWS**

1. **ADDRESS OF SERVICE & Clients name(Inform Manager if its Brand new)**
2. **SHIFT DATE & TIME**
3. **BOOKING NOTE (Job Role required) i.e Nurses, Medication shift, Domestic staff, Live/Sleep In, Preferred Staff name & Gender**
4. **REFERENCE/PO NUMBER**

**THINGS TO CHECK BEFORE CONTACTING A STAFF TO COVER A SHIFT ARE AS FOLLOWS**

1. **Use the Staff Finder and Tracker for Service requested to Identify Potential staff.**
2. **DBL verification for RTW, DBS, Training.**
3. **Staff Status/Note i.e Banned?, Away from the country, specific need/request**
4. **Availability; MAKING SURE THERE ARE NO TIME CLASHES or NOT ALREADY BOOKED ELSEWHERE**

**Booking Team GUIDE for when a new staff details or existing are received from the Compliance Department**

**1. Cross check proformas and profiles to ensure all details are accurate**

**2. Insert the new proformas into the appropriate folders in the Drive & remove the older version if it's for an existing worker(BE REMINDED TO ADD THEM TO THEIR GROUP on WhatsApp if removed previously).**

**3. Insert all details for a new staff into the Data Record Document i.e Compliance Data, Audit Prep, Staff Status Report, New Staff List.**

**Only update Compliance Data & Audit Prep if it's an existing worker**

**4. Insert new worker detail into DBL or Update the DBL & Personal profile if it's an existing staff.**

**5. Create a staff ID CARD for a new worker and insert it into the folder (ONLY APPLIES TO NEW STAFF)**

**6. Prepare & Send out the HMRC Form, Code of Conduct, Zero Contract, Working Time Regulation and Interview Checklist, Health Questionnaire to new worker using Signaturely (ONLY APPLIES TO NEW STAFF)**

**7. Send approved messages on WhatsApp & Staff ID (ONLY APPLIES TO NEW STAFF)**

**8. Conduct the planning call after 30 mins of sending messages. (ONLY APPLIES TO NEW STAFF)**

**9. Send message to Manager to confirm Steps 1 - 8 are completed saying**

**New Worker Name**

**Answers to 2,4,7 & 8 (Insert Worker Postcode) Completed by (Insert Your Name) (ONLY APPLIES TO NEW STAFF)**

**Thank you**

**When a new staff joins us we ask the following questions**

**My name is …. And I am calling from the booking department for RoyaCare Agency. Do you have a minute or two for a quick chat?**

1. **CAN YOU PLEASE CONFIRM YOU have received all messages sent to you by WhatsApp & Email ? -**
2. **Please confirm your current Postcode from where you will be picking up shifts? if it's different from what Manager confirmed then they must send us 2 new proof of address(inform Manager if different) -**
3. **Have you gone through the list of addresses after using the RoyaCare Service Finder tool to see the list of our clients closest to you in your region and planned your journeys accordingly?**
4. **Do you drive or will you be using the Public Transportation to Work? If PT, Have you downloaded the Citymapper app yet which helps to plan your journeys accordingly? If by Driving, please send us the front and back copy of your UK full driver's licence(NOT PROVISIONAL)**
5. **When are you usually available to work ? (i.e Early, Late, LD & WN or Live In) Inform Manager if LIVE IN -**
6. **Do you understand the Booking Process and what you need to do WEEKLY?**
7. **Do you have practical experience and confidence in using a HOIST? If not, advise them to ask someone to show them once we have successfully booked them to a service which uses the Hoist**
8. **Do you have any of the following training certificates? - CPI/MAPA, PEG, PMVA, PRACTICAL HOIST.**
9. **In review, DON'T Discuss unless the Manager says so….. Please confirm if you will be working OFF RECORD or not. Ensure you insert N/A in your HMRC Tax question option box if you are working OFF RECORD.**

**Conditions for working OFF Record are as follows**

**A. Will not receive payslips**

**B. Can not use RoyaCare as reference of any kind**

**C. An administrative fee of 20% will be deducted on wages from £251 and above, whilst £0-£250 will attract NOTHING**

**D. You must provide a bank account details different from your name where your wages are paid into. Ie family or friends etc**

**Our Booking Team contact number is - 07520608878 PLEASE SAVE IT**

**Thank you for taking some time to speak with me today and you will be hearing from any member of the booking team as soon as we have suitable shifts for you.**

**Do you have any questions at all?**

**You can call us ANYTIME using the OnCall number either directly or through WhatsApp**

**Please be reminded to send in your availabilities to us every Thursday through WhatsApp and/or if there are any changes to your schedule to enable us update our records**

**Thank YOU and Goodbye for now.**