

Career Policy for Part-Year Workers in Carers' Roles

1 PURPOSE

1.1 This document sets out the policy and procedures used by Promedica24 for the career development of permanent employed carers.

2. SCOPE AND ELIGIBILITY

2.1 The policy is applicable to all permanent employed staff.

2.2 Conditions apply to funded and not funded and external and internal career and development opportunities for permanent employed carers.

3 POLICY STATEMENT

3.1 Within Promedica24, the term 'career' encompasses a wide range of work or development experiences and is not limited to learning during internal or external opportunities but also by the high performance, teamwork and ongoing self-development.

3.2 Promedica24 aims to provide opportunities to help permanent carers with their career path and upskilling.

3.2.a Career development is about what an individual wants from their working life in terms of job progression and development of knowledge and skills. Individual career development choices are influenced by their needs.

3.2.d Career development is also about motivating and engaging Promedica24 permanent carers, and allowing them to perform to their maximum potential, encouraging engagement and promoting diversity, supporting clients and colleagues to the best possible care standards.

3.3 This policy is based on below principles:

3.3.a Responsibility for career development is shared between individuals, managers, and Human Resources and Board of Directors.

3.3.b Governmental funded and development opportunities will be open to those performing well in their current job and meeting the criteria for the governmental funded courses (criteria will be outlined in separately for each course and communicated to the employees).

3.3.c Internal career scheme will be open to everyone in their current jobs and new joiners (**see point 6.4-6.6**)

3.3.d External learning opportunities will be available to those who will be minimum Carer Band 2 and meet course specifications (they will be accessed and communicated depending on the individual requirements).

3.4. Support will be available to everyone on request both ad hoc and in a systemic way.

4 CAREER DEVELOPMENT RESPONSIBILITIES

4.1 Responsibilities for career development are shared between: employees, managers, Human Resources and Board of Directors

4.2 Individuals who are interested in developing their career and taking advantage of the Promedica24's opportunities are responsible for:

4.2.a Accepting ownership of their own career development and career planning.

4.2.b Identifying their career plans and what career path will look like

4.2.c Discussing development needs and being responsive to feedback.

4.2.d Taking advantage of the career development opportunities available.

4.2.f Deciding and acting upon agreed actions.

4.3 Development Lead/Managers are responsible for providing constructive feedback on strengths and development needs through ongoing supervision process.

4.4 Human Resources is responsible for:

4.4.a Providing guidance and support to both managers and individuals,

4.4. b Providing information about learning and development, which both the carer and the Promedica24's future skill and knowledge needs, subject to service delivery and budgetary restraints both on individual requests and during the staff meetings.

4.4.c Providing guidance and support to help individuals understand the internal career scheme and the rules for further career development from Carer Band 1 to Carer Band 3

4.4.d Providing the feedback to individuals on request around any development or learning actions.

4.4.e Run fair application and selection process for internal and external education.

4.5 The Board of Directors is responsible for considering what resources can be provided, subject to budgetary restraints, to make opportunities for career development available to those who have taken part in the Career Path, though there is no guarantee that all development needs can always be supported.

5 CAREER PLANNING AND SUPPORT

5.1 While some carers have very clear career plans, others need help to investigate learning and career options.

5.2 The Promedica24 supervision process provides ongoing feedback around carers performance and addresses any development needs and information how to access further

information via HR and/or Assessment and Development Department by emailing Assessment&Development@promedica24.co.uk.

5.3. During the individual meetings the following is to be considered:

- Whether the individual is motivated to access the resources or is just interested in the information about opportunities.
- Whether any funding is currently required/available.
- How much time the proposed development would take.
- How this development balances against the needs of the business.

5.4. Agreed activities should be recorded on CRM and shared with HR and Development Department for further actions.

6. LEARNING AND DEVELOPMENT

6.1. Promedica24 has procedures for making career information and advice available to all permanent employed staff as follows, to encourage individuals to take responsibility for their own development.

6.2 All current job vacancies are advertised internally through the HR and provide a full job profile detailing the purpose, responsibilities and main tasks of the job being advertised, plus the essential and desirable requirements that potential candidates need to demonstrate. Individuals who are actively seeking a new job can use the HR mailbox to seek details or apply.

6.3 Permanent employed Carers are given chance to progress internally during their employment in Promedica24 by meeting the following criteria in full:

6.4. Carer Band 1 (on Probation) to pass the probation and progress to the Carer Band 2

- a. Complete minimum 60 days of care provision during 90 days of active contract
- b. Completed all learning and development required by Promedica within the timescale.
- c. Have no acknowledged complaints from Clients.
- d. Have no acknowledged grievances raised by any of the staff members.
- e. Represents all the companies' values.
- f. Uses friendly, not discriminatory language on all the time.
- g. Become Dementia Friend

6.5. After having completed 60 days of the agreement the performance and learning of a Carer will be review as per the criteria above. Should the employee not be able to have difficulties with completing assignment the Carer Band 1 will be offered:

- Extension of the probation
- Termination of the agreement.

Should the Carer be progressing with the criteria successfully will be informed about progression to the Carer Band 2 and further learning and development opportunities.

6.6. Different requirements will be used by assessment to become Carer Band 3 (includes all the points above) plus.

a. Certificate Level NVQ in Social Care Level 2 or an equivalent to it (carers coming to Promedica24 with the certificates need to complete the probation anyway, however after successful completion of the probation they can move to the Carer Band 3.

b. Completed additional care related learning (could be private).

c. Has a proof of supportive attitude towards Junior colleagues.

6.7 Carers can decide if they want to access the governmental founded options or use more self-organised development way. This will be supported and coordinated by Assessment and Development Department. Subject of available fundings and courses. The process of fully funded apprenticeship is support by separate agreements as they may vary from course to course.

6.8 Carers can access lots of online resources or individual further learning by approaching managers during supervision and wellbeing checks and by emailing Assessment&Development@promedica24.co.uk

6.9. If HR or Development Department declines a request for career progression or apprenticeship, the carer can ask for the reasons to be given in writing or put in an appeal.

7 APPEALS PROCESSES

7.1 Permanent employed carers have a right to appeal if they are not satisfied with a decision about career development per grievance policy.

7.2 Appeals relating to non-selection at short-listing for an external funded course should be made in writing to HR.

7.3 Appeals relating to not being successful during the interview process during the internal recruitment process should be made in writing to HR.

7.4 Appeals relating to not being promoted during the internal career scheme from Carer Band 1 to Carer Band 3 should be made in writing to HR.

7.5 Appeals relating to not being given opportunities for accessing the career advice should be made in writing to HR Carers_HR@promedica24.co.uk

7.6 Promedica24 promotes equal opportunities.

8 RESPONSIBILITIES

8.1 All members of staff referred to within the scope of this policy are required to adhere to its terms and conditions.

8.2 Human Resources has the responsibility for ensuring the maintenance, regular review and updating of this policy.

8.3. Reviewed in January 2024

8.4. Next review in January 2025