



Saint John of God Community Services clg.

Kerry Services Policy 24

Governance and Management of Agency Staff Policy and Procedure

Completed March 2024

THIS DOCUMENT OUTLINES ST JOHN OF GOD COMMUNITY SERVICES CLG. Kerry Services

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Policy and Procedure

It is the policy of Saint John of God Kerry Services to ensure that the appropriate numbers of staff, in line with the roster to meet the needs of the service user, are working on each given week. The cost associated of securing services of Agency Staff is acknowledged as an additional expense and in light of value for money must only be used in extenuating circumstances.

Agency staff training records are retained by the agency staff members employer. All agency staff are required to have the follow mandatory training at a minimum: Basic fire Training/Manual Handling/ Safeguarding Vulnerable adults HSEland/ Children First HSEland/ Fundamentals of GDPR HSEland/ Crisis Prevention and Intervention as well as Infection Prevention and Control modules.

The national HSE Framework for the supply of agency staff as part of the agency service level arrangement includes a commitment by all agencies to ensure their employees have this training in place in advance of placement.

Saint John of Kerry God Services use Home Instead in addition to procured agencies. Home instead deliver the following mandatory training on induction and in advance of placement: Basic fire Training/Manual Handling/ Safeguarding Vulnerable adults HSEland/ Children First HSEland/ Fundamentals of GDPR HSEland/ Crisis Prevention and Intervention as well as Infection Prevention and Control modules.

Induction

All agency staff are inducted into each location and a record of the induction checklist is retained by the service. Agency staff induction includes Guidelines on fire safety as per the Fire Register

As part of the ongoing supervision and management of agency staff within the service additional training may be provided by Saint John of God community Services to support their development and participation within specific teams e.g Safe Administration Medication/ Behaviour support, etc

Agency staff may be requested to and supported to attend resident and staff team meetings should they be taking place on days that agency staff are carrying out their

shift. They are also supported to read and sign minutes of team meetings for the locations in which they are required to work. Regular agency staff may also be requested to attend or contribute to team based PDRs where apllicable. Regular agency staff will be subject to the same level of supervision as all SJOG staff members.

1. Approval for Securing Staff working additional Hours/Relief/Agency Staff

- 1.1. Additional hours/relief/Agency staff must be approved by the relevant CNM3, Programme Manager, Supervisor, On call as per Governance and in their absence the Operations Manager or Regional Director prior to any hours being booked in each area.
- 1.2. Unit Heads/Supervisors will submit rosters to the CNM IIIs/Allocations Officer/ relevant Co-ordinator 15[™] of current month for upcoming month.
- 1.3. In the event of unplanned absence of the Unit Heads/Supervisors e.g. sick leave it is the responsibility of the Person in Charge to delegate to an appropriate staff member to ensure rosters are submitted within the time frame.
- 1.4. On the roster it will be noted the shifts they need to have filled by either additional hours/Relief Staff or Agency Staff.
- 1.6. The Allocations Officer/relevant Co-ordinator will record all shifts requested to be covered for the period in question on the Relief/Roster Fill Sheet which will be held in the Staff Allocations shared folder (see Appendices).
- 1.8. The Allocations Officer/relevant Co-Ordinator will ensure hours requested and hours approved are accurately recorded on the Relief/Roster Fill Sheet for their area of responsibility.
- 1.9. The Roster Fill Sheet will clearly distinguish between staff working extra hours, Saint John of God Relief Staff and Agency staff.
- 1.10. In the event of an emergency or in unforeseen circumstances any additional extra hours, Relief/Agency staff required must be approved by the Programme Manager and in their absence the Operations Manager or Regional Director before booking same. These additional requirements

will then be updated on the Relief/Roster Fill Sheet in order that the total extra cover is included each week.

2. Updating Staff Relief/Roster Sheet for actual cover used in the Previous Week

- 2.1 Each Monday the Allocations Officer/relevant Co-ordinator will ensure the Staff Relief/Roster sheet is up-to-date capturing all relief used in the previous week i.e. staff extra hours, Saint John of God Relief & Agency used in each location in the previous week is included.
- 2.2 In The absence of the Allocations Officer the Person in Charge will ensure the Staff Relief/Roster sheet is up-to-date capturing all relief used in the previous week i.e. staff extra hours, Saint John of God Relief & Agency used in each location.
- 2.3 The Allocations Officer/relevant Co-ordinator will analyse the reasons for the extra hours Relief/Agency cover required in each location entering the hours in the appropriate column e.g. sick leave, maternity leave etc.
- 2.4 The Finance Officer will collate the Relief/Agency information for Kerry Services which will form the basis for charging of Relief hours to each location each month.

3. Booking Agency Staff

3.1 The Allocations Officer/relevant Co-ordinator will book approved shifts being requested through the relevant agency for them to fill.

4. Payment of Agency Staff

4.1 Upon receipt of Invoice, Accounts Department will forward invoices to PIC/Allocation Officer and Programme Managers for approval before payments are processed.

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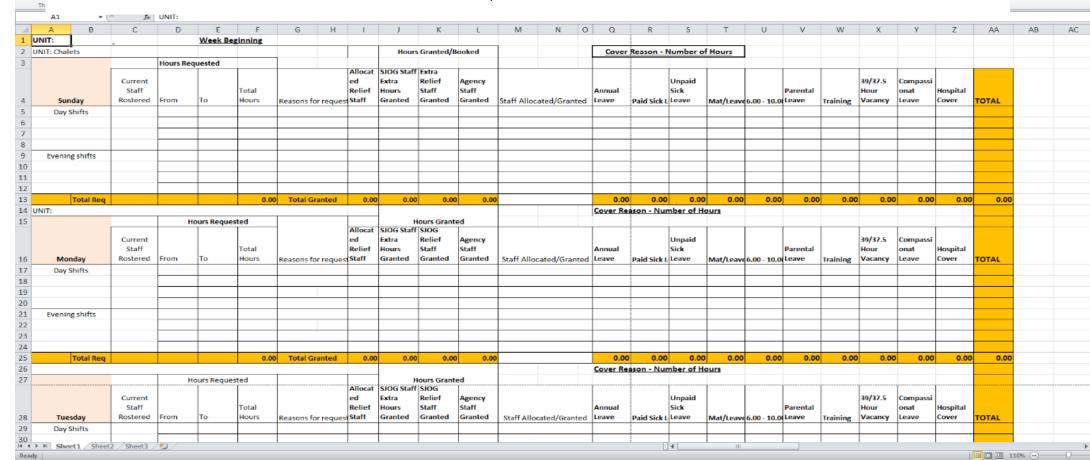
Appendix 1



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Relief/Roster Fill Sheet



Appendix 2

Agency Recording Sheet

AGENCY RECORDING

Day Service Monthly Agency Recording								
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	Week 1	Week 2	Week 3	Week 4	Week 5	Total Hours	Reason for Agency	Pre - Approved
	3rd June 24	10th June 24	17th June 24	24th June 24				
Day Service	Agency Used HPW	Agency Used HPW	Agency Used HPW	Agency Used HPW	Agency Used HPW			
Skills for Life RT MTU						0.00		Please Select
P.A.L Monavalley Centre						0.00		Please Select
Saoirse Listowel						0.00		Please Select
Act Adult Prog Dominic St						0.00		Please Select
Skills Plus						0.00		Please Select
St. Patrick's Day Service						0.00		Please Select
Social Network						0.00		Please Select
Oilean Beo Castleisland.						0.00		Please Select
Community Project								
Killorglin						0.00		Please Select
Community Project								
Killarney						0.00		Please Select
Killarney LITE						0.00		Please Select
Community Project								
Kenmare						0.00		Please Select
Soc & Rec						0.00		Please Select
The Life Programme						0.00		Please Select
Dingle						0.00		Please Select
Oaktree Centre						0.00		Please Select
	-			Total Day Sangi	es Monthly Hours	0.00	0	P.
				Total Day Servic	es monthly flours	0.00	WTE Per Month	
							0	
							588 - TO 10 (1990 - 1911)	
							WTE Per Week	

Appendix 3

SJOGKS Staff Relief Hours Recording

Day Service Monthly SJOG RELIEF Recording								
	Week 1	Week 2	Week 3	ine 2024 Week 4	Week 5	Total Hours	Reason for Relief Staff	Pre - Approve
	3rd June 24	10th June 24	17th June 24	24th June 24	WEEK 3	Total Hours	Reason for Relief Staff	FIE - Approve
Day Service	Relief Used HPW	Relief Used HPW	Relief Used HPW	Relief Used HPW	Relief Used HPW			
SKills for Life RT MTU	Conflict research PTAMA					0.00		Please Select
A.L Monavalley Centre						0.00		Please Select
Saoirse Listowel						0.00		Please Select
ct Adult Prog Dominic St						0.00		Please Select
Skills Plus						0.00		Please Select
St. Patrick's Day Service						0.00		Please Select
Social Network						0.00		Please Select
Oilean Beo Castleisland.						0.00		Please Select
Community Project								
Killorglin						0.00		Please Select
Community Project								
Killarney						0.00		Please Select
Killarney LITE						0.00		Please Select
Community Project								
Kenmare						0.00		Please Select
Soc & Rec						0.00		Please Select
The Life Programme						0.00		Please Select
Dingle						0.00		Please Select
Oaktree Centre						0.00		Please Select
				Total Day Service	Monthly Hours	0.00	0	
							WTE Per Month	

SIGNATURE PAGE

I have read, understand and agree to adhere to the attached Policy and Procedure:

Print Name	Signature	Area of Work	Date