

TOGETHER TRUST



Bank Worker Handbook

Thank you for joining our team of bank workers. This handbook provides additional guidance about your role.

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Useful Contacts

Bank Staffing Administrator Tel: 0161 283 4786 Mob: 07771 727915 SMS: +447860041721 or 07771 727915	bankstaffing@togethertrust.org.uk
Payroll Tel: 0161 283 4823	payroll@togethertrust.org.uk
HR Tel: 0161 283 4230	HRsharedservice@togethertrust.org.uk
Learning and Development Tel: 0161 283 4806	learning@togethertrust.org.uk
Mental Health First Aiders	together@togethertrust.org.uk
IT Services	helpdesk@togethertrust.org.uk

Important web links to bookmark

iTrent Employee Self-Service (ESS): <https://ess.togethertrust.org.uk/>

eLearning platform: <https://tlearning.clcmoodle.org/>

Email inbox: <https://outlook.office.com/mail/inbox>

TogetherNet: <https://togethernet.togethertrust.org.uk/>

About the bank team

After you have completed your mandatory training and signed your bank terms of registration, your name and contact details will be added to the bank worker database. You will be contacted by managers of the Trust's services if they require you.

Please be advised, as stated in your terms of registration that there is no guarantee that work will be available all the time. Shifts are offered on an ad hoc basis to meet the needs of the service and the people supported. There may be times where services have adequate staffing cover already without using the bank team.

However, many bank workers get to know one or two specific services and become a key part of the teams, providing flexible cover and being a comforting familiar face for the people we support. Some bank workers have been with us for many years.

Most of the Trust's bank team are support workers in residential and community services. Some hold other bank roles such as educational assistants, tutors, therapists, and mediators.

Many bank workers already have a permanent role at the Trust. Doing bank work can be a good way to gain experience in other areas of the Trust and top up your income.

The Trust supports individuals of all ages who have a wide variety of different needs, located across the Greater Manchester area from Stockport to Bolton and Salford. Our bank workers may be asked to work a variety of hours, sometimes including waking nights or sleep-ins.

New bank support workers will be asked to complete a short bank preferences form. This is really helpful for managers to decide if you would be a good fit for their service. You can fill it out again later if your circumstances change.

[Please let us know if your contact details change](#), so we can continue to offer you shifts. You can change your contact details on iTrent.

iTrent

iTrent is an easy-to-use online system where you can:

- View your payslip
- Submit timesheets
- Request holiday pay
- Update your contact details
- View your training record
- Submit your resignation

Log in to iTrent by going to <https://ess.togethertrust.org.uk/> on any computer or phone browser. Login using your Trust Office 365 account.

Timesheets are submitted and authorised on iTrent. You should submit your timesheet in good time so that managers can authorise them before the 15th. Any timesheets not authorised by a manager by the 15th of the month will be processed the following month.

Please do not put shifts in different months on the same timesheet – start a new timesheet for each month.

Email Inbox

Important messages about your role will be sent to your Trust email inbox, including DBS renewals and mandatory training requirements. You must check your inbox regularly.

Access your Trust emails via a laptop, tablet, smart phone etc. by logging in at <https://outlook.office.com/>.

When you log in for the first time, you may be asked to complete a quick security set-up. Select the option to use security questions rather than an authenticator app.

If you have any problems logging in, or haven't received your login details, please contact bankstaffing@togethertrust.org.uk or IT support at helpdesk@togethertrust.org.uk.

Training

You will need to refresh your training regularly. Some can be refreshed online on the Trust's eLearning platform, some may require you to attend in person.

To access eLearning, log in at <https://ttlearning.clcmoodle.org/>.

You will be emailed in advance when refreshers are due. Make sure you check your Trust emails regularly.

You are responsible for arranging to attend training courses. If you miss a training session, you must book yourself onto the next session as soon as possible.

Mandatory training and refreshers are paid so please add them to your timesheet.

If your training expires and you do not refresh it, you may be deregistered from the bank worker list.

Contact L&D if you are not sure what training you need, or for help using eLearning.

If you have a permanent role in addition to your bank role:

You are responsible for attending any additional mandatory training required for bank work.

For example, if your main role is at Inscape, you may not have completed Safeguarding of Adults. You will need to complete this before you can work in services supporting adults.

If you need time off from your main role to complete mandatory face-to-face training, you will need to speak to your line manager to arrange the best time to do this.

Claiming holiday pay

As stated in your terms of reference, bank workers are entitled to statutory holiday entitlements. You can claim your holiday entitlement by booking days off on iTrent. As a bank worker there is no obligation for you to complete shifts at any time, therefore the process of booking days via iTrent is to inform payroll that you wish to claim holiday pay and **not** to declare your unavailability for shifts.

Please read the following guidance on claiming holiday pay:

- Only weekdays (Monday-Friday) are bookable.
- You can book up to 28 days per tax year.
- You can book a maximum of 10 days in one calendar month.
- If you need to, you can book days in previous months.
- Holiday requests must be authorised by the bank staffing admin before they are paid.

How much holiday pay will I get if I book a day on iTrent?

Your rate of holiday pay is calculated by iTrent in line with Statutory Holiday Pay legislation. It is determined by your average weekly earnings over the last 12 months (or since you started if less than 12 months ago). The more you work, the more holiday pay you will accrue.

iTrent will show you have up to 210 hours of holiday available. This is based on a basic working pattern of 7.5 hours per weekday - this is not meant to reflect your real working hours.

To work out how many days of holiday you have left, divide the number of available hours shown on iTrent by 7.5.

Other leave

As per the bank Terms of Registration, you will be deregistered for bank work if you do not complete at least one shift in a three month period. If you need to take a break for three months or more and wish to return afterwards, please contact the bank staffing admin beforehand.

If you are too ill to do a shift, please inform the service manager as soon as possible.

Your entitlement to Statutory Sick Pay (SSP) is set out in your offer letter. Fit notes should be sent to the bank staffing admin.

If you have any questions about SSP or any other entitlement set out in your Terms of Registration, please contact Payroll.

Driving for the Trust

You can opt-in to be a driver for the Trust. Many services rely on drivers to help the children and young people we support to access the community. Being a registered driver is optional, but it may give you more opportunities for shifts in services that require drivers.

To register as a driver, please submit the relevant information to the bank staffing admin.

Driving Trust vehicles

To drive a Trust car, you must:

- Be aged 21 or over,
- Have held a full licence for at least 1 year.

To drive Trust minibuses, you must:

- Be aged 21 or over,
- Have held a full licence for at least 2 years.

You will need to submit your driver's licence (front and back) and your details will be checked periodically.

Driving your own car and/or claiming mileage

There may be occasions where you are required to use your own car for work (and claim mileage) if you submit the following information:

- The front and back of your driver's licence,
- MOT certificate,
- Insurance certificate which states you have business cover.

Please note that we do not require people to use their own vehicles to transport the people we support.

Supervisions

You will have supervision meetings with managers/team leaders to discuss how your bank work is going. The frequency and timing of supervisions depends on how often you do bank work.

You'll be supervised by the manager/team leader of the service you do the most bank work in. They will work with you to decide on a supervision schedule that suits all parties. Different bank workers may require different supervision schedules.

For example, if you only do bank work in school holidays, you should have a supervision for every school holiday you work.

If you usually do bank work every week, you should have a supervision every 3 months minimum.

If you have a permanent role in the Trust alongside your bank role, then you will be supervised in your permanent role instead. However, you can request a bank supervision at any time if you feel it would be helpful. Managers can also request a supervision with you.

In all instances, you should have a supervision when returning to bank work after a long period of absence, such as sick or parental leave.

TogetherNet

TogetherNet is our staff intranet. It's a good place to find Trust policies, updates, staff contact details, staff council minutes and so much more.

You can log in at <http://togethernet.togethertrust.org.uk> using your Office 365 account.



Wellbeing support

Mental Health First Aid

Our mental health first aiders can be your first point of contact if you are experiencing mental health issues or emotional distress. This could range from having a simple conversation through to supporting you to get appropriate help especially if you are in crisis.



Mental health first aiders can offer initial support through non-judgemental listening and guidance and are trained to:

- Spot the early signs and symptoms of mental ill-health
- Start a supportive conversation with a colleague who may be experiencing a mental health issue or emotional distress
- Listen non-judgementally
- Encourage workers to access appropriate professional support or self-help strategies
- Escalate to the appropriate emergency services, if necessary
- Maintain confidentiality as appropriate

If you would like to talk to a mental health first aider and get support, just send an email to together@togethertrust.org.uk. All you need to do is let us know you'd like to speak to a mental health first aider, and we will email you back to agree a good time and way to get in touch.

Lifeworks is our Employee Assistance Provider, who can give advice, guidance and support. There is information on their website and a 24/7 helpline. <https://login.lifeworks.com/> If you speak to them it is fully confidential.

Username: together

Password: trust

Able Futures can provide up to nine months of free, confidential support from a mental health specialist if your mental health is impacting your work. This is available for anyone 16 or over who is paying national insurance. Read more here: <https://able-futures.co.uk/mental-health-support-for-individuals/>