

## Useful Contacts

### City of York Council – Children’s Advice and Assessment Centre

Tel: (01904) 55 1900  
Email: [childrensfrontdoor@york.gov.uk](mailto:childrensfrontdoor@york.gov.uk)

### City of York – Family Information Service

Tel: (01904) 55 4444  
Website: <http://www.yor-ok.org.uk/Parents/Childcare/childcare-choices-a-guide-for-parents-or-carers-of-disabled-children.htm>

### Independent Living Scheme

The Avenues Children’s Centre  
Sixth Avenue  
York  
YO31 0UT  
Tel: 01904 427251  
Email: [enquiries@ilsyork.org.uk](mailto:enquiries@ilsyork.org.uk)  
Website: [www.ilsyork.org.uk](http://www.ilsyork.org.uk)

### ACAS (Yorkshire and Humber)

The Cube  
123 Albion Street  
Leeds  
LS2 8ER  
United Kingdom  
Tel: 08457 47 47 47  
Website: [www.acas.co.uk](http://www.acas.co.uk)

### Business Link

Website: [www.businesslink.gov.uk](http://www.businesslink.gov.uk)

### Health and Safety Executive (HSE)

Website: <http://www.hse.gov.uk>

### Providers of Employers Liability Insurance

#### Ellis Bates Group

Adam House, Ripon Way, Harrogate  
HG1 2AU  
Telephone: 01423 724518  
Email: [socialcare@ellisbatesgroup.com](mailto:socialcare@ellisbatesgroup.com)  
Website: [www.ellisbatescare.com](http://www.ellisbatescare.com)

#### FISH

2-4 Riversway Business Village,  
Navigation Way, Preston PR2 2YP  
Free phone: 0500 432 141  
Email: [admin@fishinsurance.co.uk](mailto:admin@fishinsurance.co.uk)  
Website: [www.fishinsurance.co.uk](http://www.fishinsurance.co.uk)

#### Direct Care Insurance

Annie Reed Road, Beverley HU17 0LF  
Free phone: 0800 458 3301  
Email: [homecare@mmib.co.uk](mailto:homecare@mmib.co.uk)  
Website: [www.directcareinsurance.co.uk](http://www.directcareinsurance.co.uk)

#### Premier Care

Mark Bates Ltd, Premier House,  
Harlaxton Rd, Grantham NG31 7JX  
Telephone: 0845 838 4709  
Website: [www.premiercare.info](http://www.premiercare.info)

## Job Description for Personal Assistant

You will be working with x, an x year old, child/young person.

### Core hours of work

- At least x days/hours per week, which will include evenings and weekends. This also may include sleeping in, and some overnight and weekend stays.
- Hours are subject to change during school holidays.
- Flexibility in hours by mutual agreement

### Duties

The job requires providing assistance with the following:

List any duties that you will need your PA to undertake, this may include:

- Helping (name of young person) to access leisure and social opportunities
- Preparing meals for and assistance with feeding.
- Any personal care required: this includes toileting, bathing and giving medication.

### Person specification

List any particular skills or characteristics you would wish your PA to have, these may include:

- Cheerful, friendly, sociable and patient.

- You will enjoy the challenge of working with a young person who has profound disabilities.
- You will have a genuine commitment to enabling a disabled person to enjoy a normal life.
- You will be willing to overcome barriers and challenge discrimination.
- A love of music would create an immediate bond with (name of young person)
- An interest in alternative forms of communication (such as Intensive Interaction, switch technology, simple signing) would be useful.
- The job involves moving and assisting/use of a hoist etc. (Indicate whether you are looking for a PA who has previous experience/training on this; whether training will be provided; and what kind of training will be provided). You do not have to be strong to do the job well but general good health is important.
- You do not necessarily need previous experience, but enthusiasm and willingness to learn on the job are important.

### Other information

Employment is subject to a satisfactory CRB check (enhanced disclosure).

## Application Form

### STRICTLY CONFIDENTIAL

Post applied for: **Personal Assistant**

Please fill this form in with **Black Pen / Type**. Please complete this application form accurately, giving as many details as possible of your skills and experience relating to this job application. Short listing will be based on the information gathered from the form, read in conjunction with the job description.

#### About You

Full name:

Address:

Postcode:

Telephone:

Mobile:

Best time to ring?

#### Age

Are you over 16?

YES / NO

#### Driving

Do you have a full and current driving licence valid in the UK?

YES / NO

Do you have the use of a car?

YES / NO

#### Education/Training (please continue on a separate sheet if required)

	From	To	Qualifications Obtained

<b>Current / Previous Employment</b> (please continue on a separate sheet if required)			
<b>Position</b>	<b>From</b>	<b>To</b>	<b>Main Duties and Reason for Leaving</b>

<b>When would you be available for work?</b>						
Please tick which days and times you would be available						
	<b>Morning</b>	<b>Afternoon</b>	<b>Evening</b>	<b>Night</b>		
<b>Monday</b>						
<b>Tuesday</b>						
<b>Wednesday</b>						
<b>Thursday</b>						
<b>Friday</b>						
<b>Saturday</b>						
<b>Sunday</b>						
<b>When would you be available to start work?</b>						
Sleepover work is usually from 11.00pm to 7.00am. If the job description says that some sleepover work is needed, please indicate which nights you could do.						
Mon	Tues	Wed	Thurs	Fri	Sat	Sun

## Personal Statement – experience, skills and general comments

**NOTE:** After reading the Job Description carefully, consider what skills and experience you have that are suited to this post. They need not have been gained in paid employment and may include special interests relevant to the post. If you need additional space please use a separate sheet.

## References

**Please name two people who can be contacted to provide references**  
e.g. former employer, college tutor, other professionals – **not** friends or relatives.

Name:	Name:
Position:	Position:
Relationship to you:	Relationship to you:
Address:	Address:
Tel. No.	Tel. No.

- I understand that if I am appointed, this application form will become part of my personal file and that if I am not appointed it will be stored for 3 months and then destroyed in accordance with the 1998 Data Protection Act.
- To the best of my knowledge, the information I have provided on this form is true and accurate. I understand that if the information I have supplied is false or misleading in any way, it will automatically disqualify me from appointment or may render me liable to dismissal without notice.

Signed:

Print Name:

Date:

**THANK YOU  
FOR TAKING THE TIME TO FILL IN THIS FORM**

## Example Invite to interview letter

Date

Dear

RE: PERSONAL ASSISTANT APPLICATION

Thank you for returning your application form for the post of Personal Assistant. I am writing to invite you to an interview for the post. The interview will take place on (day) the (date) of (month] at (time) and will last approx 30 minutes. It will take place at the following address:

.....  
.....

If you have any difficulty in locating the above address please call: .....

In line with the Immigration, Asylum and Nationality Act 2006 please bring with you the documents as detailed on the next sheet, in order to evidence your eligibility to work in the UK.

I look forward to seeing you on the (date). In the meantime, please contact me on (insert telephone number), if you have any queries.

Yours Sincerely,

Your Name

## Example interview questions

Would you like to tell me why you applied for this job?

Why do you think you would make a good PA for me?

Could you tell me about the experience you have had working with children and young people? This can include both paid work and your personal experience.

If you have had any experience with disabled children you tell me about that?

Can you tell me about any experience you have in communicating using a sign language?

How would you include (Young person's name) in local activities so she mixes with a range of children? What might the issues be?

There has been a local campaign to have play equipment suitable for disabled children who use wheelchairs put in at the local play park. What do you think the advantages and disadvantages of this would be?

Could you give me some examples of the type of meals you could prepare for (Young person's name).

If a stranger came to the door asking to examine (Young person's name) while you were looking after her, what would you do?

What do you understand by the word confidentiality in relation to working for me as a personal assistant?

What days and times would you be available for work? Would you be prepared to work some evenings and/or weekends?

After seeing the job description, are there any duties which you would not feel comfortable assisting with?



## Reference request letter

Your Name

C/o Direct Payment Advisor / Job Centre / PO Box\*

Date

Name of Referee

Address of Referee

Dear (referee's name)

REFERENCE FOR (insert employee's name)

The above named has applied for a position of Personal Assistant and has given your name as a referee.

I would be grateful if you would be kind enough to answer the following questions, along with any relevant additional comments that you may care to offer, and return in the enclosed stamped addressed envelope.

- Has this person experience relating to the enclosed job description within their current role with you?
- Can you confirm the dates of their employment (start date, and end date, if applicable)
- How reliable has this person been whilst working for you?

May I take this opportunity to thank you for your co-operation and assure you that this information will be treated in the strictest confidence.

Yours sincerely,

(Your name)

\* Use the return address you used for applications, not your own address

# Reference for post of personal assistant

Name of Employer:

Name of Applicant:

How long have you known the applicant?

In what capacity do you know the applicant?

What relevant experience does the applicant have for this post?

What qualities would the applicant bring to this post?

Any other relevant information about the candidate?

Your name (CAPITALS):

Signature:

Date:

## Eligibility to work in the UK

To verify a job candidate's right to work in the UK, the employer is required to see, and keep a copy of either one document or two documents (in defined combinations) from either list A or list B as detailed below.

**List A** documents indicate that the holder is entitled to live and work in the UK indefinitely.

**List B** documents indicate the holder has restrictions on his or her right to work in the UK, usually in relation to the length of time he or she may continue to work legally.

### LIST A

Documents that are acceptable on their own include:

- UK passports;
- European Economic Area (EEA) passports;
- EEA national identity cards;
- UK residence permits;
- A passport or other travel document endorsed to show that the holder is exempt from immigration control and is allowed to stay in the UK indefinitely;
- A biometric Immigration Document issued by the UK Border Agency indicating that the holder is allowed to stay in the UK indefinitely.

Documents that are acceptable in defined combinations include:

- An official document bearing the individual's name and permanent national insurance number

### PLUS

- A full birth certificate issued in the UK that specifies the name of at least one of the holder's parents

### OR

- A full adoption certificate issued in the UK that specifies the name of at least one of the holder's adoptive parents.

### LIST B

Documents that are acceptable on their own include:

- A passport or other travel document endorsed to show that the holder is allowed to stay in the UK (for a limited period) and is allowed to do the type of work in question, provided that it does not require a work permit;
- A Biometric Immigration Document issued by the UK Border Agency indicating that the holder is allowed to stay in the UK (but not indefinitely).

Documents that are acceptable in defined combinations include:

- A work permit or other approval to take employment, issued by the Home Office or the UK Border Agency.

**PLUS**

- A passport that confirms that the candidate has permission to enter or remain in the UK and take the employment in question;

**OR**

- A letter from the Home Office confirming that the candidate has permission to enter or remain in the UK and take the employment in question;

**PLUS**

- Certain other documents when produced in combination with an official document giving the person’s name and permanent national insurance number.

If you are not sure if a document is valid contact the Home Office UK Border Agency Sponsorship and Employers Helpline on 0300 123 4699 or visit the home office website link - Preventing illegal working

Copies of documents indicating an employee’s right to work in the UK should be retained for the duration of employment and for 2 years after termination of employment.

The documents provided from the above Home Office approved list must be authentic, original and relate to the person. If the candidate produces a photocopy; the document does not appear to be authentic; or the

document doesn’t appear to relate to the person, then they must be asked to produce another suitable document.

The selection process will not continue for that individual until appropriate document(s) can be produced. If the person is unable to produce evidence of their eligibility, they should be referred to the Citizens Advice Bureau (telephone number 01904 623550 or website [www.yorkcab.org.uk](http://www.yorkcab.org.uk))

### European Economic Area (EEA) nationals

With the exception of Bulgarian and Romanian citizens, citizens of any country in the European Economic Area (EEA) are entitled to work in the UK without special permission. Switzerland is not in the EEA, but an international treaty means that Swiss nationals have a similar right to live and work in the UK as EEA nationals.

The EEA consists of the following countries:

Austria	Greece	Netherlands
Belgium	Hungary	Norway
Bulgaria	Iceland	Poland
Cyprus	Ireland	Portugal
Czech Republic	Italy	Romania
Denmark	Latvia	Slovakia
Estonia	Liechtenstein	Slovenia
Finland	Lithuania	Spain
France	Luxembourg	Sweden
Germany	Malta	UK

## Example contract of employment

### Statement of main terms and conditions of employment

**Employer's name:**

**Employee's name:**

**Date of commencement of employment:**

**Main place of work:**

**Job title: Personal Assistant**

### Duties and responsibilities:

As set out in the job description. The employer may require you to carry out other reasonable duties as required.

### Probationary period:

There will be a probationary period of (\*usually three months). At the end of this period the position will be reviewed and if satisfactory the continuation of your employment will be confirmed. During the probationary period either party can terminate employment by giving one week's notice.

### Hours of work:

Your hours of work will be  
(Insert number of hours) weekday hours  
(Insert number of hours) weekend hours  
(Insert number of sleepovers if required) sleepover(s)

There is a need for the employee to be flexible and these hours may be changed as required according to the employer's needs. Under these circumstances, where hours need to be changed or additional hours worked, the employer will give as much notice as possible.

### Salary:

As an hourly paid employee, your salary will be £ (insert weekday hourly rate before NIC or Tax deductions) for weekdays, £ (insert weekend hourly rate before National Insurance Contributions and Tax deductions) for weekends and bank holidays and £(insert rate for sleepover before National Insurance Contributions and Tax deductions) for sleepovers. Your salary is payable (insert either monthly or weekly) and will be paid on (insert date of salary payment. If monthly it could be the third working day of the month or last Friday in the month for example. If weekly insert day of payment) by (insert direct payment into your bank/cheque/cash).

The employer will deduct National Insurance and Income Tax as required by law. The employer may also deduct any overpayment of wages or holiday entitlement, should they occur.

**Expenses:**

The employer will re-imburse any expenses incurred whilst undertaking the duties of this role. This expenditure must be agreed in advance, and receipts retained in order for payment to be process.

**Lateness:**

If you are going to be more than 10 minutes late you are required to contact the employer as soon as possible but at the very latest 30 minutes before you are due to start work

**Pensions:**

There is no pension scheme available with employer's contributions however if you are eligible you may be offered access to a Stakeholder Pension scheme.

**Time sheets:**

You will be required to complete a (insert either monthly / weekly depending on payment of salary) signed time sheet and submit this to the employer on (insert day of the month or week giving time to work out wages or send to payroll agency to ensure wages can be paid on the given date).

**Holiday entitlement:**

The holiday year is from (insert holiday year – usually either 1st January – 31st December or 1st April – 31st March). Your holiday entitlement must be taken during this period. Payment will not be made for any unused holiday and these cannot be taken into the next holiday period.

The full amount of your holiday entitlement is (insert number of weeks and days – 5.6 days is the minimum legal requirement) per year pro-rata per completed months employment. One week being the equivalent of weekly hours worked.

Bank holidays may be booked as holidays or will be paid at the weekend rate.

Holidays must be agreed with the employer at least (insert how many weeks – four weeks is usual) in advance. You may not take more than (insert number of days – 10 days is the usual) working days consecutively without the employer's prior written consent.

Should you leave employment and you have exceeded your holiday entitlement then this will be deducted from your final pay packet. If holiday entitlement is owed you will be paid for the outstanding entitlement.

(Take out if this is not appropriate) If it is agreed that you will accompany your employer on holidays as part of the required support, this time will be counted as working hours and you will not be expected to use your holiday entitlement.

**Sick leave:**

If you are ill and unable to attend work you should inform your employer as soon as possible to enable other arrangements to be made.

You will be entitled to Statutory Sick Pay (SSP) on production of an Employee's Statement of Sickness (form SC2) which must be completed for sick leave of more than three days or a medical certificate for sick leave of more than seven days. These forms must be sent directly to your employer.

**Termination of employment:**

During the probationary period either party requires one week's notice.

Up to two years of continuous employment you will be given one week's notice.

After two years continuous service you will be given one additional week's notice for each completed year up to a maximum of 12 weeks' notice.

After satisfactory completion of your probationary period you are required to give (insert one month or four weeks') notice in writing irrespective of length of service.

The employer reserves the right to pay your basic salary in lieu of notice instead of requesting that you work your notice period.

The employer reserves the right to dismiss you without notice in cases of serious breach of the terms of your employment, gross misconduct or gross negligence by you.

**Confidentiality:**

All information regarding the employer, the employer's family and the employer's domestic or personal circumstances is strictly confidential and cannot be discussed with a third party without the Employer's specific permission, or in an emergency situation.

The employer will hold personal information about you as personnel records. The employer will abide by the Data Protection act and disclose this information only to the relevant third parties e.g. HM Revenue and Customs.

**Grievance procedure:**

Grievances will be dealt with in accordance with ACAS Guidance, details of which are available online at [www.acas.co.uk](http://www.acas.co.uk).

**Disciplinary procedures:**

Minor problems will be dealt with and resolved informally.

In cases of more serious problems, depending on the seriousness of the breach of terms and conditions of contract or conduct and performances of your duties, one of the following disciplinary actions may be taken.

A verbal warning which will be confirmed to you in writing and recorded in your personnel file for a period of (six months is usual, but you must specify).

A first written warning, which will be confirmed to you in writing and recorded in you personnel file for a



period of (12 months is usual, but you must specify).

A final warning which would be confirmed to you in writing advising that further misconduct could lead to dismissal and recorded in your personnel file for a period of (12 months is usual, but you must specify).

In case of gross misconduct there will be no period of notice given. If you are in your probationary period or first year of employment, only one warning is required before dismissal.

Before any of these actions are taken you will receive a letter setting out the details of the alleged misconduct and inviting you to a meeting to discuss the matter. You will have the right to be accompanied to the meeting by a work colleague or a trade union representative. After the meeting you will be informed if any further action will be taken. You have the right to appeal but must do so within 10 working days of receipt of the notification of the decision.

**EMPLOYER:**

Signed .....Date .....

**EMPLOYEE:**

I accept the terms and conditions set out in this statement

Signed ..... Date .....

Please sign both copies of this Statement retain one copy and return the other copy to the Employer.



## Example of health and Safety checklist

### Checklist procedure:

- The checklist should be completed annually.
- The checklist will also require completion each time there is a change to the environment.

**Name:**

**Home address:**

**Date checklist complete:**

	Satisfactory yes/no	Comments /actions required
Are doorways clear of obstacles?		
Do staircases have clear and easy access at all times?		
Are there any loose carpets on floors or staircases?		
Are there any overloaded sockets?		
Is there adequate ventilation?		
Is the heating adequate and controllable?		
Is lighting adequate?		
Is there any equipment that does not function properly?		
Any trailing or damaged flexes?		
Any damaged sockets?		
Does your personal assistant use visual display equipment?		
Do you have suitable and accessible fire-fighting equipment?		
Has it been serviced within the last year?		
Does your personal assistant have adequate space to complete their work?		
Will your PA have to excessively stretch or bend to complete tasks?		
Do you and your personal assistant have all the emergency contact numbers you require?		

**Signed:**

