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## COVID19 Recruitment – Frequently Asked Questions and Answers

### BASE

Question	Answer
1. Where will I be based?	We will try and ensure staff are based as close to their home as possible. At this stage we cannot be clear where this will be for individuals. There are posts available in Carmarthenshire, Pembrokeshire and Ceredigion.
2. Will I get travel expenses if I have to move around between different sites?	Yes.
3. Can I stay on just one site?	Travel between sites will be avoided as far as possible but may be necessary in some circumstances.
4. If I am based on an Acute Site will I need a car parking permit?	Parking permits for Glangwili and Prince Philip can be applied for via the Intranet page. Staff without a Health Board email address can use their own email address. If someone is not accepted for a permit due to living within the 20 minutes radius they can contact the Central Transport Unit immediately and we will ensure a permit is issued.
5. If the Government announce a period of lockdown how will I be authorised to attend the Health Board premises if I have no evidence I am a key worker?	You will need to show evidence that you have been offered employment by showing evidence of your offer letter. This will be sent to you electronically via email.



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## TERMS & CONDITIONS

Question	Answer
6. How much will I be paid?	<p>As on 1<sup>st</sup> April 2020 – This depends on the banding of the post you are offered.</p> <p>Band 2 posts (Catering, Domestic, Porter, Laundry, HCSW) £9.21 per hour + extra if you are working unsocial hours All time Saturday (midnight to midnight) and any week day after 8pm and before 6am is Time plus 44% so £13.25 All time on Sundays and Public Holidays (midnight to midnight) Time plus 88% so £17.31</p> <p>Band 3 posts (Semi Skilled Maintenance) £10.09 per hour + extra if you are working unsocial hours All time Saturday (midnight to midnight) and any week day after 8pm and before 6am is Time plus 37% so £13.82 All time on Sundays and Public Holidays (midnight to midnight) Time plus 74% so £17.56</p>
7. What hours will I work?	<p>The hours of work available vary from casual, part time and full time. This will be discussed at the time of the telephone interview to confirm your preference.</p> <p>Hours are flexible from 7.5hrs up to full time hours in some areas or more dependent on demand.</p>
8. How soon will I know what my shift pattern will be?	This will be arranged by the manager of the service area where you will be working.
9. Is there flexibility around working hours?	We are looking for individuals who can work flexibility within a rota which is produced for a particular area. If there are any shift patterns that you are unable to commit to please confirm these in advance.
10. Is it day/shifts working?	We operate a 24hours 7 days a week service. It is likely that you will be asked to work a shift pattern.



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11. I can only work nights?	We are looking for individuals who can work flexibility within a rota which is produced for a particular area. If there are any shift patterns that you are unable to commit to please confirm these in advance.
12. Will I get paid for unsocial hours?	The NHS delivers patient services around the clock. Where staff are required to work to cover services in the evening, at night, over weekends and on general public holidays, should receive unsocial hours payments <a href="http://www.nhsemployers.org/tchandbook/part-2-pay/section-2-maintaining-round-the-clock-services-wales">www.nhsemployers.org/tchandbook/part-2-pay/section-2-maintaining-round-the-clock-services-wales</a> . See response to Q3.
13. Will I have holiday pay if I am on a temporary contract?	Staff will receive the entitlement to annual leave and general public holidays On appointment 27 days + 8 days bank holidays This will be applied on a pro-rata basis for the temporary duration of the contract.
14. Will I have holiday pay if I am on a bank contract	Bank staff will receive an additional payment of 12.04% in their pay to compensate them for holidays.
15. Will I get sick pay if I am on a bank contract?	During this time if a bank staff member cancels a shift due to the need to self-isolate they will be paid for the booked shifts.
16. Will I get sick pay if I am on a temporary contract?	Employees absent from work owing to illness will be entitled to receive sick pay in accordance to T&C regardless of whether they are permanent or temporary <a href="https://www.nhsemployers.org/tchandbook/part-3-terms-and-conditions-of-service/section-14-sickness-absence-wales">https://www.nhsemployers.org/tchandbook/part-3-terms-and-conditions-of-service/section-14-sickness-absence-wales</a> .
17. What type of contract are you offering?	The Bank contract will be zero hours. With this type of contract you will be offered work on an as and when basis.  The other contracts available are 3 month or 6 month part time or full time. If on a temporary contract we will need to know how many hours per week you can work.
18. How much notice will I be given of the shifts I am required to work?	Bank is for temporary cover mainly you will be given as much notice as possible, there are possibilities to support on a longer term these are agreed by the areas you are booking with. If you are offered a temporary contract your rota will be explained to you by your manager.
19. I can only work nights/evenings or days, is this going to be a problem?	No. Shifts will flexible, you will be able to obtain more hours if your more flexible but there will be shifts across the whole 24/7 period 7 days a week 365 days of the year.



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20. I am on benefits, will an offer of employment affect my benefits?	You will need to seek advice from your Benefits Advisor.
21. I work in a care home, can I apply?	Not if you work in a care home part-time and want the remainder of hours with us. However, you can apply if you are on a zero hours contract in the care home with no hours available.

## **ENVIRONMENT**

<b>Question</b>	<b>Answer</b>
21. Will I have a uniform?	Yes. Uniforms will be provided depending on your role and area.
22. Will I have protective clothing; masks etc.?	Yes as appropriate to the area you will be working in.
23. Will I be working in a place where the virus is?	This is unavoidable due to the current situation but we will do as much as we can to protect all of our staff through following the guidance issues and offering personal protective equipment wherever this is considered necessary.
24. What personal protective equipment (PPE) do I need?	This will depend on the area you are working in; you will be provided the same PPE as normal staff working in at risk areas.
25. What happens if I have to self-isolate before I commence work?	If you have to self-isolate after you have been offered but before your start, please contact <a href="mailto:covid19.recruitment.hdd@wales.nhs.uk">covid19.recruitment.hdd@wales.nhs.uk</a>

## **EMPLOYMENT**

<b>Question</b>	<b>Answer</b>
26. When can I start?	We need individuals to be able to start as soon as possible.
27. Will I get any training before I start?	We are currently working through our provision for induction to role, mandatory training and on the job learning. Please be assured that appropriate training will be delivered.



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28. How will I be contacted?	<p>Following the issuing of your offer letter of employment you will be contacted to confirm the arrangement for your first day of employment with the Health Board. On this day, it will be confirmed where you will be asked to report for duty the following day.</p> <p>There will be paperwork you will need to produce on Day 1 to ensure you can be paid and have right to work in UK.</p>
29. Is there an opportunity to be made permanent?	It is difficult to predict at this stage how many vacancies we will have following this period of demand for additional resource. Any experience, knowledge and skills you gain during this period will place you in a strong position to apply for permanent vacancies which may arise in the future.
30. Would I be classed as a key worker?	Yes.
31. How will I know what I need to bring on my first day of employment?	This will be set out clearly in your offer letter. <b>It is paramount that you read this carefully</b> to ensure you bring the correct documentation or you will not be able to commence employment with the Health Board.
32. If the Government announce a period of lockdown how will I be authorised to attend the Health Board premises if I have no evidence I am a key worker?	You will need to show evidence that you have been offered employment by showing evidence of your offer letter. This will be sent to you electronically via email.
33. I have been telephoned by the Health Board to confirm my start date which is tomorrow? I have developed symptoms today and I need to self-isolate. Will I be paid?	Your entitlement to pay will commence as soon as you have attended for work on Day 1 'Start Date'. If you have to self-isolate prior to your start date you will not be entitled to pay. As soon as you become well enough to work we will arrange a new start date as soon as possible.
34. What if I don't receive my offer letter?	Please ensure you check your 'junk' mail.



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35. What if I already have a job but due to COVID19 I am not working? Am I able to apply?	You will need to discuss this with your current employer in relation to your employment status at this time if you are in receipt of reduced pay. It may be possible for you to accept a bank (zero hours) contract in these circumstances but not a temporary contract where you are contractually required to work an agreed number of hours per week.
36. I may be entitled to have 80% of my current earnings protected. Am I able to apply for this post?	You should check with your primary employer whether your contract of employment permits you to accept this role and continue to receive your current wage.
37. I'm in receipt of the 80% furlough leave, can I still work for you?	Employees receiving the 80% furlough leave are not permitted to work during the period they can only volunteer or undertake training.