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| **Question** | **Answer** |
| When would I be required to work? | Depending on the position you are recruited for depends on your work pattern.  **Full or part time staff** will be recruited to work a regular number of hours over the course of a week. The rota is developed and changed due to the needs of the people we support. All staff will have their rota 4 weeks before the commencing dates.  **Bank staff** will send in their availability and be allocated shifts. The rota is produced and the allocated shifts are expected to be worked. |
| Will I be expected to be part of a sleep-in rota? | **Full and part time** staff will be part of a rolling rota which will be distributed on a monthly basis.  **Bank staff** are essential to covering these rotas and we welcome staff to put forward their availability to join the rota. |
| Who will I be supporting? | Personalised 4 Autism supports individuals across the autism spectrum with a wide range of needs. We also support individuals of all ages from 6 year old upwards. All staff will complete a one page profile and we endeavour to match staffs skills and interests to the people we support. Staffs previous experience will be taken into consideration with our more complex services. |
| Will I be working on my own? | Currently all of our contracts are to support on a one to one basis. This means you will be lone working within a person’s home or out in the community. There will be sessions scheduled within our office for certain individuals when required. |
| Will there be support when I am on shift? | Yes we have an On Call system in place for staff when they are on shift. This is available 24 hours a day and is supported by senior staff. |
| Will I have a mentor/ line manager? | All staff will be allocated a line manager. As part of this agreement you will meet on a regular basis (can vary depending on working) to review how you are progressing and any support you need.  You will also be invited to team meetings to meet colleagues and discuss the services and their developments. |

**Continued…**

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| **Question** | **Answer** |
| Will I receive any training? | Yes Personalised 4 Autism want to ensure that the team is trained to deliver a service to the highest standards. As part of your induction you will find out more about the company and who we are supporting. You will also be introduced to the people you are going to support with an existing staff member for coaching.  From there on you will have access to extensive online training and relevant sessions related to care and support. There is a mandatory training list which you must complete, and then additional training you can choose to access.  For some of the individuals we support you may need additional training to support a specific need. This will be discussed as and when needed. |
| What is the rate of pay? | Staff are paid related to their position in the company and their qualifications.  **Full time and part time** staff are paid at £8.20 per hour  Bank Staff aged 25+ are paid at £7.83 per hour, and anyone aged between 21 and 24 are £7.38 per hour  All working hours including evenings, weekends and bank holidays are paid at this rate.  Sleep-ins are paid at £72 per sleep-in and the hours are from 10pm till 7am. |
| When is the pay date? | **All staff** will be paid on the 28th of each month.  All timesheets must be provided to payroll by the 10th of every month.  Unfortunately, if these dates are missed the timesheets will be processed the following month. |
| What holiday entitlement is there? | Personalised 4 Autism holiday year runs from April to March.  **Full time staffs** holidays are calculated at 28 days per year inclusive of 8 bank holidays per annum. **Part time staff** holiday is based on the equivalent of the above.  **Bank staff** have their holidays calculated each month based on the total number of hours worked. |