

Agency Authorisation Procedure



The purpose of this document is to define the standard procedure for the requesting, authorising, booking and recording of agency shifts.

Elizabeth Finn Homes makes every effort to recruit staff to permanent contracts wherever possible and will limit the use of “agency staff” to those situations only where it is necessary to maintain staffing levels and continuity of care and support to people receiving care, for example when staff leave or are absent for significant periods through sickness, parental leave, etc. Agency will not be used to cover annual leave as this should be booked and covered in advance.

Requesting

All requests for agency must be completed on the Elizabeth Finn Homes agency request form available for download from the [intranet](#). Once completed in full please click ‘send request’ and the request will be sent to the relevant members of the Senior Management team and also the General Manager and Administrator.

Authorisation

Once the request is received it will be reviewed by the relevant member of the Senior Management Team. They will email a reply to the person requesting the information to confirm whether the request is approved or not. The General Manager and the Administrator will be also be copied in to the reply.

Booking

Once approval has been received the agency shifts can be booked. This can be completed by the Head of Department, receptionist or other members of the team. Those involved in booking agency must communicate the cover arrangements including what shifts have been covered and by which agency with the Head of Department and Administrator.

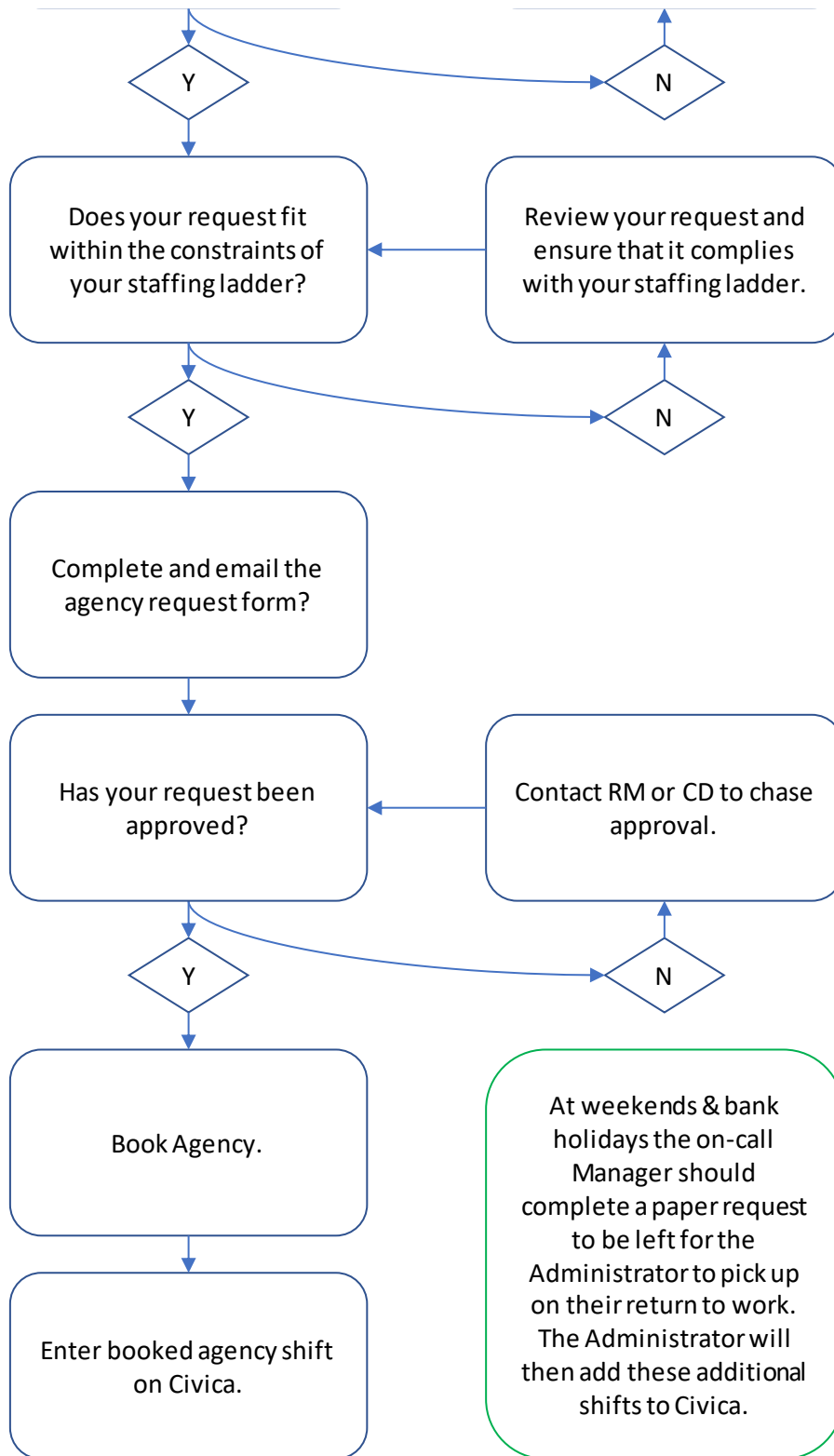
Recording

It is primarily the responsibility of the relevant Head of Department to record the agency shifts on Civica and this must be completed at the time that the shifts are booked with the agency. However, appropriate cover arrangements will need to be organised in advance to ensure this occurs during periods of annual leave, sickness or any other absence. The recording of all exceptions is the responsibility of the home’s Administrator.

All Administrators should be aware that they have the overall responsibility for Civica eRoster in their home and that they should be checking all shifts, including agency, for accuracy and completeness.

At weekends and bank holidays when Management and Administrators are not in the home, the on-call Manager e.g. Unit Manager or RN should complete a paper request (see Appendix 1) which is left for the Administrator to pick up on their return to work. The Administrator will then add these additional shifts to Civica.

A flow chart detailing the various steps is provided in Appendix 2.



Agency Staff Process - Recording Agency

