



NOVA
HEALTHCARE
SERVICES

Staff Handbook



This staff handbook serves as your guide to understanding our organization's values, policies, and procedures, ensuring that together, we create a nurturing and professional environment for both our staff and the individuals we serve.

At Nova Healthcare Services Ltd., we believe in the power of teamwork, compassion, and continuous improvement. This handbook outlines the principles and standards that define our agency, emphasizing our shared dedication to delivering high-quality healthcare while maintaining a supportive and inclusive workplace culture.

As you embark on this journey with us, we encourage you to familiarize yourself with the contents of this handbook. It not only serves as a reference for your day-to-day responsibilities but also as a resource for understanding the expectations and values that guide our agency.

- **Our Purpose**

Nova Healthcare Services (Nova HCS) stands firm in its purpose to revolutionize healthcare recruitment by meticulously connecting top-tier healthcare professionals with institutions dedicated to delivering outstanding patient care. We are driven by the conviction that the right match between healthcare providers and facilities not only enhances the quality of care but also fosters a harmonious and thriving healthcare ecosystem.

At the heart of our purpose is a commitment to facilitating partnerships that go beyond traditional staffing solutions. Nova HCS is dedicated to being a catalyst for positive change, contributing to the overall well-being of individuals and communities by ensuring that healthcare providers find positions that align with their skills, values, and professional aspirations.

- **Our Scope**

Nova HCS operates on a broad spectrum within the healthcare industry, catering to the diverse needs of both healthcare professionals and institutions. Our scope encompasses the recruitment of a wide range of professionals, including but not limited to nurses, physicians, therapists, administrative staff, and other allied healthcare professionals.



We collaborate with healthcare facilities of varying sizes, from community clinics to large hospital networks, recognizing the unique requirements of each institution. Nova HCS strives to be the go-to partner for organizations seeking exceptional talent and for healthcare professionals searching for fulfilling career opportunities.

Our scope extends beyond traditional staffing by providing tailored solutions, such as temporary placements, permanent placements, and strategic staffing consultations. Nova HCS is committed to being a dynamic force in the healthcare recruitment landscape, continuously adapting to industry trends and the evolving needs of both our clients and candidates.

In fulfilling our purpose and embracing our scope, Nova HCS seeks to be a trusted bridge that connects talent with opportunity, fostering a healthcare workforce that thrives and, ultimately, positively impacts patient outcomes and experiences.

- **Agency Uniform and Identification Cards**

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- **Timesheets**

In the interest of maintaining accurate and organized records, Nova Healthcare Services (Nova HCS) establishes the following guidelines regarding record keeping, specifically timesheets. It is the responsibility of each employee to diligently and accurately maintain their own timesheets, recording work hours, breaks, and any additional relevant information pertaining to their schedule. **You must give your timesheets on Monday by 2 pm, otherwise, there may be a delay in paying You.**

These timesheets should be kept in the employee's personal records for their reference and documentation. Timely submission of timesheets is crucial, as it ensures accurate and prompt processing of payroll and related administrative tasks. Employees are encouraged to review their timesheets for accuracy before submission and promptly address any discrepancies or errors.

Safeguarding personal records, including timesheets, is essential to maintain confidentiality, and employees should take necessary precautions to protect these records from unauthorized access. While personal records are primarily the responsibility of the employee, it's important to note that certain records, including timesheets, may be subject to audit or review by the company for compliance and administrative purposes.

In the event of termination of employment with Nova HCS, employees are required to leave a copy of their timesheets and any other relevant records with the company to ensure the completeness of employment records and facilitate a smooth transition. Nova HCS appreciates the commitment of its staff to maintaining accurate records, fostering accountability, and ensuring compliance with employment and payroll regulations. If you have any questions or require clarification on record-keeping procedures, please contact the HR department for assistance.



- **Training**

Employees will have access to a range of online courses designed to enhance their skills, knowledge, and understanding of industry best practices. These courses cover various topics relevant to healthcare, including but not limited to safety protocols, patient care techniques, and compliance with regulatory standards. Online training provides the flexibility for employees to complete modules at their own pace, allowing for a customized learning experience that accommodates individual schedules.

In addition to online courses, some positions within Nova HCS may require third-party classroom training sessions. These sessions offer a more interactive and hands-on approach, allowing employees to engage in discussions, practical demonstrations, and simulations. Classroom training is designed to complement online learning, providing a well-rounded educational experience that aligns with the specific requirements of certain roles.

It is essential for all employees to actively participate in and successfully complete the prescribed training modules. This not only ensures compliance with industry standards but also equips our workforce with the knowledge and skills necessary to excel in their respective roles.

Completion of training modules will be documented in individual employee records. This information serves as a reference for both the employee and the company, providing a clear overview of the skills and competencies acquired. Additionally, it aids in tracking ongoing professional development and identifying areas for potential further training.

- **Hours of Works**

Work hours at Nova Healthcare Services (Nova HCS) are designed to accommodate the dynamic nature of healthcare and our commitment to providing responsive services. While a standard workweek typically consists of 20 hours for part-time workers and 40 hours for full-time employees, it's crucial to note that these figures are not definitive. As an agency specializing in healthcare services, our workforce plays a vital role in covering emergency shifts and responding to unpredictable demands within the industry.

Part-time employees can expect a standard workweek of 20 hours, providing flexibility while contributing to the essential staffing needs of our clients. Full-time



employees are generally scheduled for 40 hours per week, supporting consistent and comprehensive coverage. However, due to the nature of our work in healthcare, these hours may vary based on client requirements, emergency situations, and the need for immediate staffing solutions.

Employees are encouraged to communicate their availability and preferences to the scheduling department, allowing for a collaborative effort in aligning staffing assignments with individual expectations. While we aim to provide consistency in scheduling, the inherent variability of healthcare demands flexibility and adaptability from our workforce.

- **Holidays and Time off**

Employees are entitled to paid annual leave according to the statutory minimum entitlement under the WTR. The current statutory entitlement to paid annual leave under the WTR is 28 days (prorated for part-time workers).

You must take your annual leave during the Leave Year in which it accrues and, except as may be set out in the relevant Assignment Details Form or any variation to the relevant Assignment Details Form, you may not carry over any annual leave to the next year. You are responsible for ensuring that you request all the paid annual leave you are entitled to and that you take it during the relevant Leave Year.

- **Conduct whilst on company business**

At Nova Healthcare Services (Nova HCS), maintaining a high level of professionalism is integral to our commitment to excellence. Whether engaged in regular work hours, shadow shifts, or training, employees are expected to adhere to a code of conduct that reflects the values and standards of our organization.

During scheduled work hours, employees are expected to demonstrate punctuality, dedication, and a strong work ethic. Consistent attendance and adherence to assigned schedules contribute not only to individual success but also to the overall effectiveness of our healthcare services.

Participation in shadow shifts is an opportunity to observe, learn, and integrate into various roles within our organization. While engaged in shadowing, employees are expected to approach the experience with professionalism, curiosity, and a



commitment to learning. Respect for the privacy and responsibilities of colleagues and clients is paramount during shadow shifts.

Training sessions, whether online or in a classroom setting, are vital components of professional development. Employees are expected to actively engage in training activities, demonstrating attentiveness, participation, and a commitment to acquiring the knowledge and skills necessary for their roles.

In all aspects of company business, professionalism is non-negotiable. This includes respectful communication with colleagues, clients, and individuals receiving care. Upholding confidentiality, adhering to ethical standards, and maintaining a positive attitude contribute to a harmonious and effective work environment.

Whether in uniform or not, employees are expected to present themselves in a manner that aligns with the professional standards of the healthcare industry. Dress code compliance, cleanliness, and adherence to hygiene standards contribute to the overall professional image of Nova HCS.

Employees are representatives of Nova HCS, and their conduct directly influences the perception of our organization. Your commitment to a high level of professionalism enhances our collective efforts in providing exceptional healthcare services. Any concerns or challenges related to conduct while on company business should be promptly communicated to the appropriate department for resolution.

- **Period of notice**

Employees who choose to terminate their employment with Nova HCS are encouraged to communicate their intention to leave with their immediate supervisor or the human resources department at least two weeks prior to their intended departure date. This advance notice allows the company to make necessary arrangements and plan for the effective transfer of duties, ensuring continuity in service delivery.

Nova HCS values the commitment and contributions of its employees, and the period of notice serves as an opportunity for both the departing employee and the company to part ways amicably and professionally. In certain circumstances, the company may,



at its discretion, waive the notice period or negotiate an alternative arrangement based on mutual agreement.

It's essential to adhere to this notice requirement to maintain a positive and respectful work environment and to uphold the principles of professionalism and courtesy. Failure to provide the minimum two-week notice may impact the employee's standing with Nova HCS, including eligibility for rehire and the handling of employment records.

We appreciate your cooperation in adhering to this policy and thank you for your dedication during your tenure with Nova Healthcare Services. If you have any questions or require clarification on the notice period or related matters, please contact the human resources department for assistance.

- **Company drivers and lift requests**

Nova Healthcare Services (Nova HCS) is pleased to offer transportation assistance to our valued employees through our company drivers. It's important to note that while we strive to accommodate lift requests, this service is not always guaranteed due to various factors, including availability and scheduling constraints. When a lift is arranged, employees will be informed of a designated meeting point. It is imperative that employees arrive promptly at the specified location to receive the lift from our company drivers. Timeliness ensures a smooth and efficient transportation process, allowing for adherence to work schedules and commitments.

While accepting a lift from our company drivers, employees are responsible for their personal belongings. Nova HCS accepts no responsibility for lost or damaged items that may be left in the car. Employees are advised to check and ensure they have all their belongings with them upon exiting the vehicle.

By accepting a lift from Nova HCS, employees acknowledge and understand the conditions outlined regarding personal belongings and responsibilities. This understanding fosters a cooperative relationship between the company and its employees, ensuring a reliable and efficient transportation service.

In the event of unforeseen circumstances or changes to lift arrangements, employees are encouraged to communicate promptly with the designated contact person at



Nova HCS. Clear communication allows for flexibility and the timely resolution of any transportation-related issues.

Nova HCS appreciates the cooperation of its employees in adhering to these guidelines. Our goal is to provide a supportive and efficient transportation service, and your understanding and compliance contribute to the success of this initiative. If you have any questions or concerns regarding lift requests or transportation services, please contact the designated department for assistance. Thank you for your cooperation.

For any questions or concerns related to this policy, please contact admin@novahc.co.uk

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