

Have questions? Please see some of the top FAQs answered below:

- Why am I signing this form (SOSCC) and what is it for?

This document is required to enable a worker to be approved onto the system. When we do onboard a worker, they are required to complete a Declaration form and their DBS within the first 6 weeks.

- Do I need to interview the candidates?

No – this is a personal choice. We do recommend that you interview, even if it's just to talk through the working environment and for the candidate to have the opportunity to ask any questions which they may have.

Should you wish to interview formally or informally via the phone, face to face, or via MS Teams, we would send you across a candidate's CV for you to review and to then decide how you wish to proceed.

- When can someone start?

If the candidate submitted to you is already on the Bank and ready to start, it is possible for us to have this worker with you the following day (should they be available). If we are needing to recruit externally, this may take longer and could be anything from 15 working days upwards.

- How do I get access to the system – [Our:Bank](#)?

If you do not already have access, you will need to request a Web User Form from the local NHS Professionals (NHSP) team based within your Trust. They will then be able to send this off to be actioned and login details will be sent across to you. Please note that you must provide a work email address not a personal email address.

- How do I book/authorise shifts?

This will need to be done via the [Our:Bank](#) system. The placement officer you have dealt with will book the first 2 weeks shifts and then it's your responsibility to action. Should you need a user guide we can provide this to you.

- When do I need to authorise shifts?

We would usually recommend that you authorise your workers shifts at the end of the day Friday, as the weekly cut off for workers to be paid is a Sunday at midnight – this will then allow the worker 48 hours to release their shifts for that payment. The worker then gets paid the following Friday.

- Can I approve my daughter/son or other family member's timesheet?

No – family members shifts, or applications cannot be approved by yourself. It would need to be done by another colleague who is able to do so, so there is no conflict of interest.

- How do we get someone registered and book their shifts, they have been working with us for a couple of weeks already?

You should never allow a worker to be working within your department before they are set up with NHSP as these workers would not be covered by NHSP and there is the possibility that these workers won't be paid.

Should you have a worker you wish to have in your department, please do consult the local team or the non-clinical team prior to arranging start dates and we can then confirm if a worker is ready to start.

- I am trying to book shifts for a worker, but I cannot do this, it says that their contract has ended – what does this mean?

When a worker is joining NHSP, during their first 6 weeks they have certain milestones to meet during that time (online training, DBS, occupational health). At the end of the 6 weeks, the worker's file will go through a final audit. If the required steps have been met, then this restriction will be lifted.

If there is anything still outstanding then this will remain in place and the worker will be notified and given a deadline to complete. If this still is not actioned, then the worker will be rejected from their current application and would need to start the process again. If you do find that a worker has had this restriction placed and has not completed the necessary steps, then they will be stopped from working until actioned.

- How does someone get IT access and/smart card?

This would need to be done via the Trust that you are working in and contact your internal IT departments.