

# Working for Routes—FAQs

## Am I guaranteed hours?

We can't guarantee hours however, we are large organisation working with a wide range of clients, with plenty of work available. Some of our staff have been working with us for over 7 years with regular weekly work.

## What training is mandatory before I can start work?

To ensure all of our staff deliver a high standard of care, the following course are mandatory:

### *Online*

- COSHH (Control of Substances Hazardous to Health)
- Fire Prevention and Awareness
- Infection Control
- Safeguarding Adults OR Safeguarding Children and Young People
- Food Hygiene Awareness
- Equality and Diversity
- Protecting Personal Information
- Manual Handling
- Mental Capacity Act/DO

### *Workshops*

- Emergency First Aid at Work
- Medication Awareness
- Moving and Handling

## I have a DBS registered online but have lost the original certificate, can you still use this?

Unfortunately, you will need to request a copy of this certificate from the Disclosure and Baring Service.



## **What career progression is available to me at Routes?**

Here at Routes we are keen to help you move forward with your career, we believe in the principle of lifelong learning. Our aim is to encourage people to continually review and update their practices and develop new skills. As a member of our field staff team you can progress to Team Leader, opportunities also regularly become available to work within our branches.

## **How much is my DBS and how do I pay for it?**

Your DBS is £44 with an optional £13 to subscribe to the annual update service—we strongly recommend that you take this out. You can pay by cash and card in branch.

## **How long is the induction?**

Between 4 – 6 weeks. Once you have been offered a role with Routes Healthcare, we will then need to apply for/validate your DBS and References. You will also need to complete all of our mandatory induction training course.

## **How many references do I have to provide?**

You will need to provide a minimum of 2 references covering the previous 5 years of employment. The first must be from your current/previous employment and should be your line manager. If you do not have 5 years' worth of work history then we may need a further character reference.

## **Do I have to complete all of the online training before I start work?**

You will need to complete all mandatory online training before you can start working for us.

If you have any questions that are not featured on this list, please contact your local branch or email our HR department: [hr@routeshealthcare.com](mailto:hr@routeshealthcare.com)

