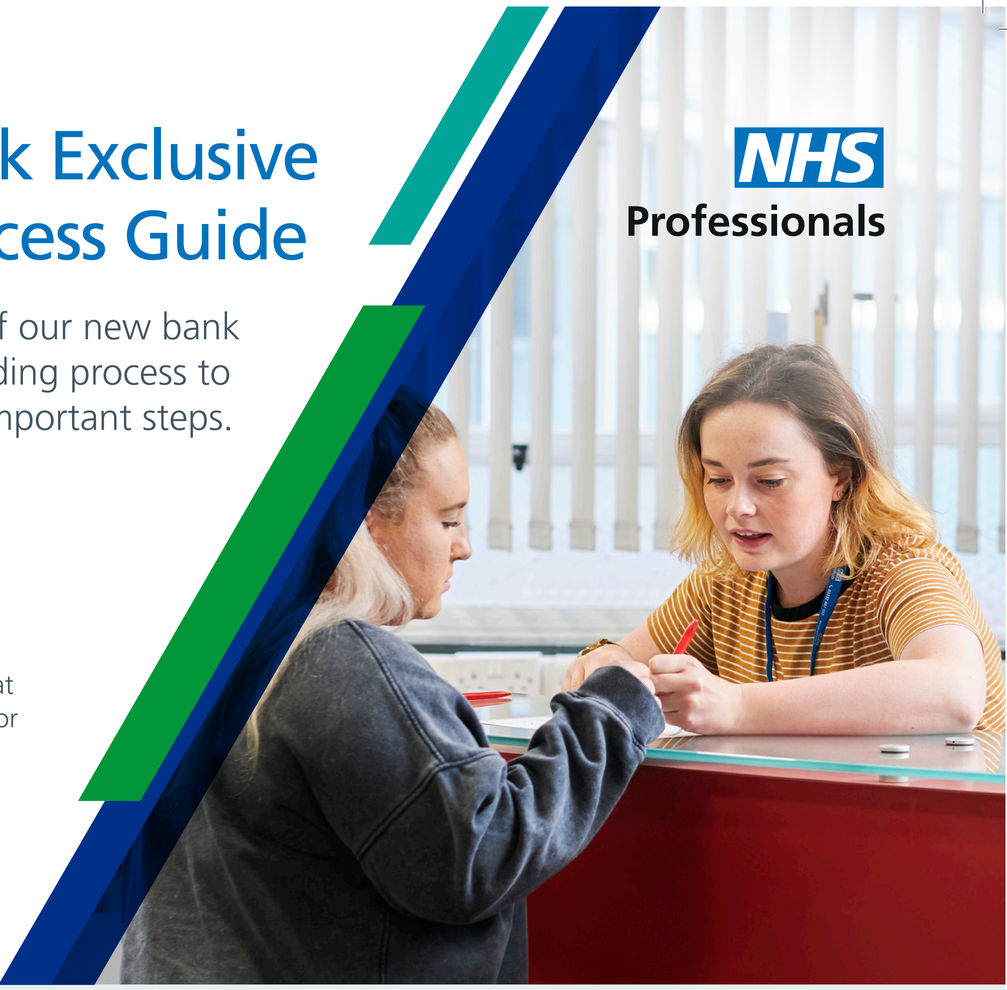
Non-Clinical Bank Exclusive Onboarding Process Guide

NHS Professionals

This guide is a quick overview of our new bank member Bank Exclusive onboarding process to support you through the next important steps.



When will the onboarding process begin?

Once your hiring manager has confirmed that they are happy to proceed, we will request for a CSRF form to be completed.

You will then receive joining instructions via email advising how to complete your online application to join NHSProfessionals.

What does our B.E. onboarding process look like?

We have included our onboarding process map below to help visualise the steps required to support a successful recruitment journey with us.

Step 1

Successful applicants will be contacted by NHSP to formally offer and will receive joining instructions via email.

Step 2

The applicant will need go onto our website and complete their application as instructed via the joining email.

Step 3

Once NHSP have received the application we will review the information provided ensuring the correct steps have been followed and authorise the application with the CSRF* form.

Step 4

When authorised the applicant will be requested to upload their documentation to their application via Trust ID.

Step 5

Once compliant documents have been received NHSP will arrange a document appointment** so they can be verified.

Step 6

Verified documents are reviewed and the application completed. The applicant will receive their welcome email and will be enrolled. This is when your I.D badge will be dispatched.

Step 7

NHSP will review the new bank members profile and availability, then arrange a start date with the hiring manager.

Step 8

New bank members will now have **6 weeks** to complete the following milestones:

- DBS
- Occupational Health
- Online Training

Instructions will be sent via email. It is important to ensure these are complete within this agreed timeframe or a restriction will begin on their profile and they won't be able to work until compliant.

Step 9

Once 6 week tasks are complete the new bank members profile will be audited and the 6 week restriction removed.

*CSRF - Competency Statement and Reference Form (CSRF) "the Introduction Form". Competency Statement and Reference Form

I have received my joining instructions but I'm unsure where to go to complete my application?

Our application can only be accessed via our website, please follow the instructions provided in your joining email it is usually a quick 10-minute application to complete. We do also have an application support guide where we will include a link to below:

NHSP Applicant User Guide

If you do require any additional support or have any questions regarding your application you can feel free to email or call us – useful contact details are available at the end of this guide.

I've been asked to provide documents on Trust I.D?

Once your application has been authorised you will be sent a link via email from 'Trust I.D' . This is a secure platform where you can attach your documents, this way they securely come through to your application. We will request for your right to work document and x 1 proof of address documents.

The documents we require are in line with government regulations and these can be found on the NHSProfessionals website via the link below:

NHSP Document Guidance

I have submitted my documents, but I have been asked to upload additional documents?

The documents submitted need to be clear and we require all corners of the document to be visible to be able to proceed.

Please find the Trust I.D user guide below which explains in detail how the documents need to be uploaded.

NHSP: Trust ID Guide

My documents have been accepted, why do I need to attend an I.D appointment?

Applicants will be asked to attend an I.D appointment for a face-to-face document check. It is essential that applicants take the documents that have been pre-approved via Trust I.D.

Government regulations specify that documents need to be verified in person before anyone starts employment.

Your face to face I.D appointment will be booked through your dedicated recruitment team who will advise on where and when your documents will need to be checked.

I've attended my I.D appointment, can I start now?

No, it is important to ensure that you are compliant before starting your placement. Once your documents have been authorised, they are reviewed by our compliance team and then your application is transferred onto our system.

The following steps need to be completed after you have attended your I.D appointment:

Before a start date is confirmed the following must be complete:

Dec A/B and Panel – All applicants will complete a Dec A / Dec B disclosure form as part of their application. Should they declare on this form the applicant will need to go to a panel hearing and be approved to work before they can start.

Covid Risk Assessment – A quick online questionnaire. The link is sent to the bank member following a successful face to face document check. This takes 2 minutes to complete

Uniform & I.D Badges - ID Badge received and uniform confirmed with recruitment team.

Once these steps are complete, we will contact you to confirm your start date and send the confirmation by email.

Please note: If you start your placement before these checks are complete, we will be unable to add the shifts onto our system and you will not receive payment.

I have started my placement, what are my 6-week tasks that I need to complete?

All bank staff (excluding substantive) will be required to complete the following tasks within 6 weeks of their bank contract start date. The following tasks can be found Using the Join: Bank link and login details created to complete your application.

The links to complete milestones can be found under my tasks.

Please note you will receive the links via join bank at different stages during your first week.

DBS – Bank members need to complete this within 7 days of receipt as we need to have received their DBS disclosure within the 6 weeks of their contract start date. With DBS processing times it is important to ensure this in submitted asap to avoid delays.

Occupation Health – Bank members need to complete this within 7 days of receipt as we need to have received their OH Fit slip within 6 weeks of their contract start date.

Online Training – Bank members will need to log in to Skills for Health portal and complete the modules assigned to them. Modules are assigned based on the workers assignment code and are relevant to the role they will undertake.

Once you have completed these tasks within 6 weeks you will be enrolled and receive an email confirming you have now completed our onboarding journey.

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