Staff Induction Policy and Procedures

HiFlex Physio

Policies

1.1 Our Vision is 'HiFlex Physio is committed to expanding our role as a premier provider of wellness integrated services. Through the evolvement of an empowered employee culture and the creative acquisition and use of resources, we will develop and implement comprehensive programmes and services appealing to people of all ages.

1.2 Achievement of the vision depends on recruiting, retaining, and developing high quality staff. Integral to this objective is the need to provide a framework for the effective induction of newly appointed staff.

1.3 This policy outlines the broad principles that will govern our approach to the induction of staff and supports our Learning and Development Policy. It also provides guidance for managers to ensure that new staff members are provided with effective support to ensure they can fully meet the requirements of their job.

1.4 Implementation of the Staff Induction Policy will be reviewed by HR Services through periodic consultation with managers and staff, monitoring attendance at staff induction days and completion of new staff induction checklists. Adjustments will be made, as appropriate, to reflect best practice, staff feedback and any relevant legal requirements.

1.5 We regard effective planning for staff induction as being of prime importance. HiFlex Physio is a complex organisation and if new staff are to establish themselves quickly and effectively there is a need to provide them with guidance, support and information in a planned and considered way.

1.6 HiFlex Physio acknowledges the importance of having a standardised process for staff induction. This will make the induction easier for both the facilitator and inductees. As such, it is HiFlex Physio' workforce strategy to set and follow an induction schedule and procedures for new staff members.

1.7 It is recognised that where staff are provided with an appropriate and well planned induction programme, they:

- are more highly motivated
- become effective quickly
- are more likely to form an attachment with HiFlex Physio, pass probation and be retained
- can extend their range of skills and knowledge, enabling them to be more adaptable
- are less likely to waste HiFlex Physio resources and staff time
- are more likely to receive an equal opportunity to be developed and supported

A framework has been established for the effective induction of new staff that will:

- include a systematic assessment of initial training and development needs
- encourage regular constructive performance reviews
- ensure that induction, even when pursued on a largely informal basis, takes place in a systematic and planned way
- operate on the basis of quality and good management practice
- be cost effective
- enhance our reputation as a good employer

1.8 Inadequate and poorly planned induction of new staff can contribute to staff underperforming or failure to retain new staff, in which a significant investment has been made.

Procedures

There are three main stages to the induction of new staff

a. Pre-Appointment

b. Centre Level Induction

c. Corporate Induction

The following summarises each of these stages.

A. Pre-Appointment

It is important to regard the induction process as commencing with the initial contact between HiFlex Physio and the prospective employee established during the recruitment process. It is during this period that prospective staff form initial impressions about us and it is crucial that they are positive.

HiFlex Physio policy aims to enhance our standing as a good employer and sets out the responsibilities of Managers, Human Resource and other staff in respect of:

- The quality of recruitment information provided to potential recruits
- The quality of recruitment practices and procedures generally (refer to Recruitment and Selection guidelines for more information)

Prior to the commencement of employment, Human Resource will also take responsibility for providing the appointee with comprehensive and clear documentation detailing terms and conditions of employment.

B. Centre level Induction

The integration of new staff is critically affected by the quality of induction to their immediate working environment. Induction at this level must be carefully structured and should aim to put the new member of staff at ease.

The new staff member's immediate Manager, when planning staff induction at a Centre level, must take into account the following:

- Making arrangements to welcome a new member of staff
- Ensuring that immediate and long term practical needs relating to the new member of staff are identified and arranged where possible before his or her arrival
- Clarifying roles and expectations
- Familiarising him or her with the specific aims, practices, and ethos of the Centre
- Arranging for an experienced colleague to help the staff member settle in and adjust to their new working environment. Typically, he or she will provide guided tours of the facilities, answer questions and provide practical advice.

Centre Managers are responsible for ensuring that new staff have the facilities and support that they need to do their job effectively. Specifically, immediate Managers should:

- Conduct, regular, constructive reviews of performance during the staff members induction and probation period
- Refer to the job description and in conjunction with the new member of staff identify initial training and development needs
- Support and encourage staff to meet identified needs, in liaison, as necessary, with HiFlex Physio' Learning and Development.

To assist the Manager in the preparation, delivery, and evaluation of the new member of staff's induction, a 'Team Member Induction Checklist' has been designed (for a copy see Documents/Induction). The checklist needs to be completed by the immediate Manager, although some items may be delegated to the colleague helping the new staff member settle in.

Before the first day of employment the Manager and new member of staff will receive, from Human Resources, a copy of the Staff Induction Checklist, a 'Staff Induction Handbook' and a contract of employment.

Completed Staff Induction Checklists should be returned to Human Resources within 6 weeks, by the immediate Manager. The Human Resources will action the staff development needs identified and monitor and evaluate the induction process. A copy of the checklist should be kept by the new staff member and their immediate Manager.

At a Centre level, completed Staff Induction Checklists should be revisited as part of the first probationary review and any outstanding development needs discussed.

C. Corporate Induction

Human Resources will facilitate a ‘Staff Induction Day’.

Staff Induction Days will ensure that all new staff are welcomed to HiFlex Physio personally by the CEO (or rarely, by a senior colleague), and are briefed by Human Resource staff on the following:

- HiFlex Physio’ Vision, Values, History and Future
- An overview of Centres and services
- The range of staff facilities available
- Maintaining and continuously improving the client experience
- How HiFlex Physio manages and develops staff and how we communicate as a staff team
- Key policies, procedures, and practices, including an introduction to our intranet, Equality and Diversity, Health and Safety, Learning and Development and Human Resource function.

The Staff Induction Days will also provide an opportunity for new staff to network and enrol onto the following:

- Introduction to the HiFlex Physio Network and Microsoft Outlook
- Mandatory Occupational Health and Safety training.

A summary of HiFlex Physio’s Staff Induction Process

A. Pre-Appointment – (Recruitment Process)

- Job information received by applicants
- Recruitment process implemented
- Appointment made
- Selection panel decides
- Selection panel selects probationary mentor

B. Centre Level Induction

- Immediate Manager completes and returns Staff Induction Checklist to Human Resources within 6 weeks of start date

C. Corporate Induction

- Enrol new staff onto mandatory Staff Induction Day and Occupational Health and Safety training