Staff Induction Procedures

There are three main stages to the induction of new staff

a. pre-appointment

b. school/service 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 recuitment 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 good employer and sets out the responsibiliteis 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 peformance during the staff members induction and probation period
- Refer to the job description and in conjuction 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/Human Resources Documents). 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 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 Checklist 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 Checklist should be revisited as part of the first probationary review (see Policies and Procedures/Human Resources) 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 continously 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 and introduction to our intranet, Equality and Diversity, Health and Safety, Learning and Development and Human Resource function.

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

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

A Summary of HiFlex Physio' Staff Induction Process - A >> B >> C

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 return Staff Induction Checklist to Human Resources within 6 weeks of start date

C. Corporate Induction

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

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