P025 - Support Staff Service Delivery Guidelines

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| Version | Approved: | Comments | Next review date |
| 1.0  1.1 | 01/05/2016  07/05/2019 | Updated to include ‘active decision making’ | 01/09/2017  07/05/2023 |

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| Applies to: |
| All staff |

# PURPOSE

To facilitate efficient and effective service delivery.

# POLICY

As a condition of employment, First Call Support Staff are expected to follow in the delivery of their duties all First Call Policies and Procedures with special reference and consideration to:

* **P013** - Code of Ethics and Professional Conduct for Nurses
* **P002** - Risk and Workplace Health and Safety
* **P006** - Privacy and Confidentiality
* **P010** - Documentation and Information Management

It is expected that all changes and alterations to shift times, service make-up, duties to be performed and/or service delivery will be conveyed to the First Call office staff by phone or in person. Email or text (SMS) notification will be not accepted (co-ordinator may not get the information on time).

At every step of the care delivery process the client’s involvement (active decision making) is encouraged, from developing the care plan to what time and day they require service.

It is expected that all support staff notify First Call’s co-ordinator if they are unable to fill a previously agreed engagement or shift, by phone or in person. Email or text (SMS) notification will not suffice and could constitute a breach of these guidelines. A doctor’s certificate will be expected for the failure to fill previously agreed engagements or shifts when illness is given as the reason for absence or unavailability.

It is expected that care staff will make available their phone numbers to other staff members for shifts where more than one First Call staff member is required. Support staff are to communicate with each other any changes, alterations, delays or information relating to shifts prior to commencement and always enter the workplace together. If there is a staff change the co-ordinator must be notified.

Mobile phones are always to remain on silent in the workplace. Only emergency calls are to be attended to. At all other times First Call expects that support staff are easily contactable.

Failure to adhere to these Service Delivery Guidelines could result in a review of employment.