

Eildon Relief Bank: *Conditions of Service*



April 2025

Care & Support

Station Avenue, Duns
Poynder Gardens, Duns

These services provide support/care to assist people with learning disabilities enjoy a high quality of life.

Staff work shift patterns including overnight sleepovers and waking night cover.

Relief Support Worker hourly rate: £13.00 plus £1.57 holiday rate = £14.57 per hour

Sleepovers: Nightly rate of £100.80 plus £12.17 holiday rate = £112.96 per night

Waking Night Cover Allowance: Additional 10% per hour from 11pm - 7am: £1.30 plus £0.16 holiday rate = £1.46 per hour

Relief Scheme Assistant hourly rate: £12.60 plus £1.52 holiday rate = £14.12

Extra Care Housing

Wilkie Gardens, Galashiels
Dovecot Court, Peebles
Poynder Apartments, Kelso

These services provide Extra Care Housing (ECH) to enable tenants to maintain independent tenancies. Staff directly support tenants in their homes by providing individual advice, practical housing support assistance as well as direct personal and emotional care.

Staff work shift patterns including mornings, evenings and weekends and waking night cover.

Relief Support Worker (ECH) hourly rate: £13.00 plus £1.57 holiday rate = £14.57 per hour

Waking Night Cover Allowance: Additional 10% per hour from 11pm - 7am: £1.30 plus £0.16 holiday rate = £1.46 per hour

Relief Cook (ECH) hourly rate: £13.00 plus £1.57 holiday rate = £14.57 per hour

Relief Scheme Assistant (ECH) hourly rate: £12.60 plus £1.52 holiday rate = £14.12

Relief Catering Assistant (ECH) hourly rate: £12.60 plus £1.52 holiday rate = £14.12

Supported Housing

Oakwood Park, Galashiels
Frank Scott Court, Hawick
Teviot Court, Hawick
Riverside House, Peebles

These services provide supported housing to enable older people to retain their independence and enjoy a good quality of life in the community.

Staff work day shifts, which can include weekends.

Relief Assistant Co-ordinator hourly rate: £13.00 plus £1.57 holiday rate = £14.57 per hour

Relief Scheme Assistant hourly rate: £12.60 plus £1.52 holiday rate = £14.12

Travelling Expenses

If working or attending training/induction at a location other than the relief worker's main place of work, then travelling expenses will be paid at actual public transport costs (on production of tickets) or at **45p per mile** for mileage in excess of normal home to main place of work mileage. In exceptional circumstances other arrangements/rates may be agreed.

Membership of Protecting Vulnerable Groups (PVG) Scheme

Eildon **will not** cover the cost for new relief workers making an application to join the PVG Scheme. Eildon **will** cover the cost of PVG updates only.

Scottish Social Services Council (SSSC) Registration

Eildon **will not** cover the cost of SSSC registration/renewal when required for the role.

Mobile Phone Requirement

To undertake relief work with Eildon you will need to use your own personal smartphone to access, review and update information and data during and occasionally outside working hours.

Eildon require you to have a phone that is

- using the latest operating system software or at a maximum is 2 versions behind
- with sufficient storage space (approximately 2gigabytes) to download and run the required apps that will be needed for you to carry out your duties
- PIN, Password or Biometrically (finger or face) protected.

The Digital Team will also register your phone with Microsoft/Company Portal so that we can see the make and model plus the operating system version at any time. Eildon will be unable to see anything else, track or control your phone. One of the major cyber-attack vectors for companies like Eildon is via personal devices. Hence, we need to ensure that all our employee's devices whether owned by Eildon or not protect us from attack.

The following required apps will need to be downloaded onto your personal mobile phone;

- **Microsoft Authenticator app** – will be needed to sign-in to any Microsoft 365 apps -Teams, Outlook, SharePoint, the Access Learning app and StoriiCare.
- **StoriiCare**
- **Rotageek**
- **Outlook**
- **Teams**
- **Access Learning**
- **OneDrive/SharePoint**

Mandatory Training Requirements

To undertake relief work with Eildon the following mandatory training is required for all relief posts.

Mandatory Training Requirements	Method	Valid for	Time
Moving & Handling People	Course	2 years	Up to 14 hours
Emergency First Aid	Course	3 years	Up to 7.5 hours
Supporting & Protecting Adults	Course	2 years	Up to 3 hours
Mandatory Training Pathway (Role Specific)	E-Learning	1-5 Years	7.5 - 11.5hrs
Corporate and Role Specific Induction	Office/ Location based	N/A	Up to 2 days
Cyber Security Training	E-Learning	N/A	Up to 1 hours

All relief workers will need to complete 2 mandatory cyber security training assignments each year. They will take about 15-20 mins each. Relief workers will be sent a link to this platform and a mandatory training module to complete every six months. The training needs to be completed within a month.

Eildon will pay for relief workers to undertake the courses/training detailed above when arranged through Eildon. Time on the training course will be paid as will travel costs if in excess of normal home to main place of work mileage/cost.

It is expected that relief staff will complete a full induction relevant to the relief role they are doing and determined by the needs of that role and location. This induction will include a corporate induction at our Selkirk office and could also include induction at other locations.

Should any training requirements expire, Eildon will not offer relief work until that training has been completed and evidence provided. This is to keep the relief worker and Eildon's tenants/service users safe. Training does not have to be undertaken through Eildon. Training with another provider is an acceptable alternative as long as evidence, such as a training certificate, can be produced.