



## LinkMeUp Personal Assistant (PA) Register & Recruitment Support Terms & Conditions

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## **1. About Us**

The LinkMeUp service has been developed and is owned by Vibrance, a registered charity (1152186) and a company limited by guarantee registered in England and Wales (8466095) whose registered address is Unit 2, Caxton Place, Roden Street, Ilford, Essex, IG1 2AH.

## **2. About the Service**

The LinkMeUp PA Register and Recruitment support service enables people (referred to as employers) to find and safely recruit their own support staff (known as personal assistants or PAs).

LinkMeUp is an introduction service and is limited to the provision of information, advice and guidance and at no time is a relationship of employment or agency created between LinkMeUp and any users of the service.

You must be 18 or over to register with the service as an employer or potential PA.

## **3. Cost of the Service**

LinkMeUp is accessible free of charge for employers who a) are a resident within an area where the service has been commissioned by the Local Authority and b) have been assessed as having an eligible need by the Local Authority.

Outside of this, employers may be able to use their Personal Budget (PB), Personal Health Budget (PHB) or their own funds to access the service at the following rates:

- PA Recruitment & Employment Support (up to 2 PAs) - £269.00
- Employment Support (information, advice & guidance only) - £149.00
- Additional PA Recruitment - £99.00 per PA

All charges are subject to VAT @ 20%

People looking to work as a PA can register with LinkMeUp free of charge.

## **4. Signing up to use LinkMeUp**

By completing and submitting the information requested, you are agreeing to our terms and conditions which may be amended from time to time. The current version of our terms and conditions can always be found at the footer of our site or can be requested from our team.

## **5. LinkMeUp Expectations**

As part of the registration process, both potential employers and PAs are required to sign up and commit to our series of expectations:

## PA Register Expectations Agreement

By registering, or recruiting through the LinkMeUp PA Register, you are committing to the following expectations:

### Expectations of PAs

- To keep your profile information up-to-date, particularly relating to availability
- To be conscientious; responding to potential employers promptly
- To prepare for and attend interviews in a professional manner
- To be sensitive to employers wants and needs
- To be reliable, carrying out the agreed role, attending on time and to give proper notice of change of circumstances
- To treat information whilst working as a PA in a respectful and confidential manner
- To attend training as directed by your employer
- To raise any safeguarding issues with the LinkMeUp team and/or the Local Authority
- To share experiences in order to support other PAs
- To be enthusiastic, positive and committed

### Expectations of Employers

- To take a fair approach to the recruitment of employees, taking into consideration the Equalities Act 2010\*
- To ensure that a job description and signed contract of employment\* are in place, so that PAs have a clear understanding of their responsibilities, term and conditions
- To have appropriate level of Employers Liability Insurance \*
- To arrange payment, either personally or through third party payroll and/or fund holding organisation
- To identify employee training and development needs
- To hold regular supervisions, ensuring that any issues are addressed in a timely manner
- To keep up to date with relevant employment legislation\*

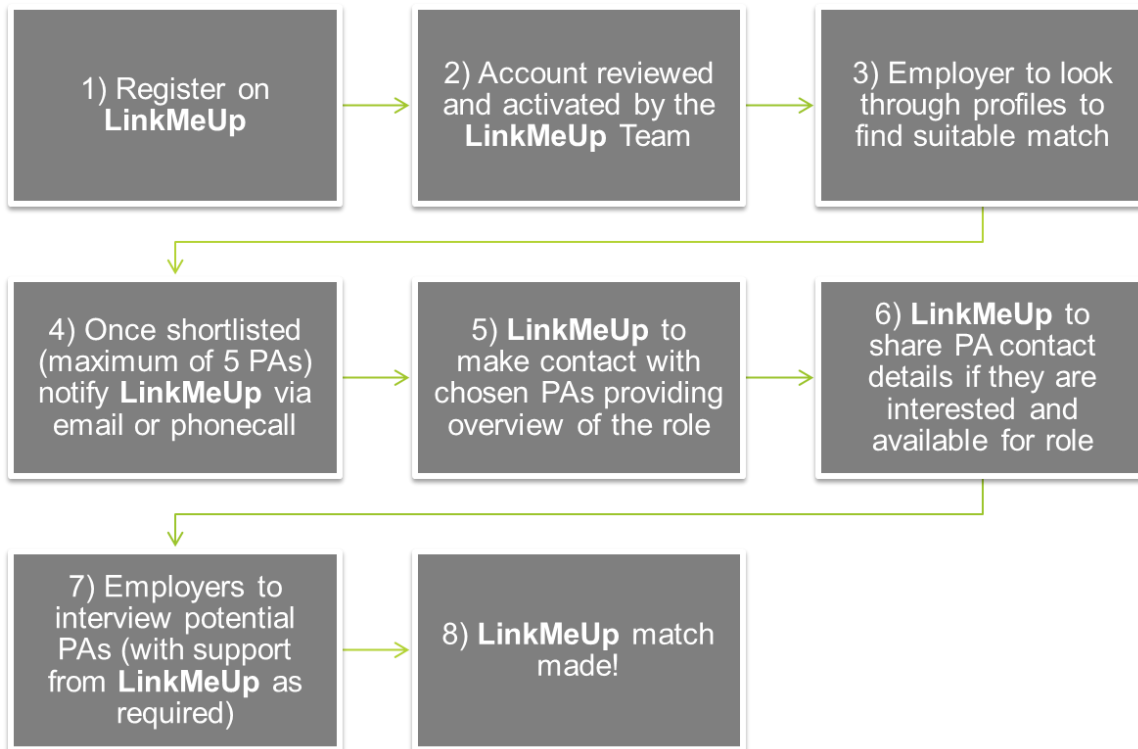
### Expectations of LinkMeUp/Vibrance

- To treat information related to both employers and PAs in a respectful and confidential manner
- To ensure that individuals on the PA register have up to date DBS (formerly CRB) and Right to Work checks
- To support employers to recruit in a fair and equal manner
- To make individuals aware of their responsibilities as an employer
- To raise any safeguarding issues with the Local Authority
- To source and promote training opportunities

\* Look at our resources section or contact the LinkMeUp team for more information on these topics

## 6. Important information for Employers

### The employer registration process



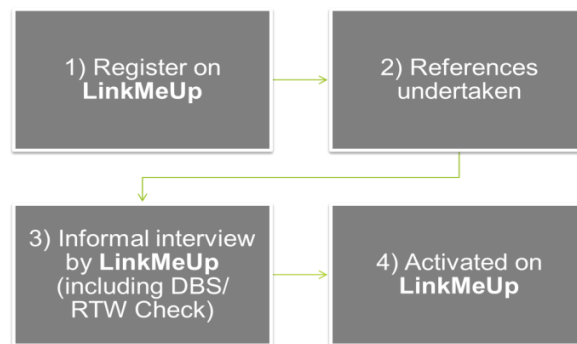
On registering with LinkMeUp your application will need to be authorised by a member of the team, this may take up to two working days, although we endeavour to do so as soon as possible.

All active PAs will have completed reference, DBS and Right to Work checks on joining LinkMeUp, however you may wish to ask to see recent references at the point of interview.

LinkMeUp guarantees that all PAs have undertaken DBS checks on joining the service; however if the DBS is returned with information we consider this on a case by case basis, taking into account the offense committed, time elapsed since the offense and relevance to the role. In cases where there is information we inform potential employers at the point of interview, but do not disclose details.

## 7. Important information for PAs

### The PA registration process



By creating your profile you are assuring that all information provided is full, accurate and not misleading. On receipt of your registration we will make contact with your two identified referees, if we do not feel that these are relevant we will be in contact to discuss alternatives. Once we have received two satisfactory references we will invite you in to our office for a short interview; during this time we will review the information within your profile, validate any training and accreditations, and complete DBS (formerly CRB) and Right to Work checks. Only once all of this has been completed can we activate your profile to potential employers looking for PAs.

Your profile will be available on the site, unless you choose to deactivate or delete your account (either by logging in to do so, or requesting this to be done by the LinkMeUp team), or your breach our Terms and Conditions.

If your availability changes, please update this on your profile in a timely manner. If you are no longer looking for work you are required to deactivate or delete it, or make a request to LinkMeUp to do so on your behalf. If you do not log in, or engage with the LinkMeUp team for a period of 3 months or more your account may be deactivated.

If an employer is interested in your services, we will provide you with limited information about the employer; this is usually done via email or text. If you are interested in the role, we will pass on your details to the employer or their representative. By registering with the service, you consent is to passing on your contact number and/or email.

The employer will then contact you to discuss their requirements and potentially invite you for an interview, although there is no guarantee that this will happen.

## **8. Data protection**

By using the LinkMeUp service you are consenting to the use of personal information to facilitate introductions between potential employers and PAs.

On acceptance of these terms and conditions you are giving permission for the LinkMeUp service to contact you for the express purpose of consulting on further developments of the service.

In accordance with data protection legislation and our Safeguarding policy, we reserve the right to forward your personal details to any regulatory authorities when requested to do so (including the police or any other independent safeguarding authority).

## **9. Suspending/terminating users**

We reserve the right to suspend or terminate user profiles at any time, if you have, or we have reasonable grounds to believe that you have:

- Breached any of the terms and conditions (including our expectations)
- Engaged in any fraudulent activity
- Breached any laws or regulations

Otherwise acted in a manner which we deem to be inappropriate or inconsistent with the provision of our services.

Accounts may be deactivated if they remain unused for a period of three months or more.

## **10. Our Liability**

The LinkMeUp service provides an introductory service for potential PAs and Employers to enable them to contact each other about job vacancies.

**We are not and never become a party to any agreement created between a PA and an employer and accept no liability or obligation arising therefrom.**