

Working for Routes—FAQs

Am I guaranteed hours?

The hours we have are tailored to individual client needs and cannot always be guaranteed. We are however a large organisation, with plenty of work available. We have carers who have been with us for many years and work very regularly.

Do you provide me with a uniform?

Yes, we provide all our care workers with a uniform once they have completed the process.

What training is mandatory before I can start work?

To ensure all of our staff deliver a high standard of care, the following 5 courses are mandatory to start work:

Online

- Safeguarding Adults
- Safeguarding Children and Young People
- Dementia
- Palliative Care – End of Life
- Health & Safety

NB the remaining E-learning courses must be completed within 6 weeks of commencing work

- First Aid
- Medication Awareness
- Moving and Handling
- Excellence in Care

I have a DBS registered online but have lost the original certificate, can you still use this?

Unfortunately, you will need to request a copy of this certificate from the Disclosure and Baring Service. However, the process is straightforward, please see the link below to help you:

<https://www.gov.uk/government/publications/dbs-certificate-reprint-guide/dbs-certificate-reprint-guide>



What career progression is available to me at Routes?

Here at Routes we are keen to help you move forward with your career, we believe in the principle of lifelong learning. Our aim is to encourage people to continually review and up- date their practices and develop new skills. As a member of our field staff team you can progress to Team Leader, opportunities also regularly become available to work within our branches.

How much is my DBS and how do I pay for it?

Your DBS is £54.20 with an optional £13 to subscribe to the annual update service—we strongly recommend that you take this out. We have a simple online process you can complete once you have been successful at interview. Our DBS checking service is available from your phone, pc or tablet; payments can be made at the click of a button!

How many references do I have to provide?

You will need to provide a minimum of 3 years references. You provide us with the names and contact details and we do the rest.

Do I have to complete all of the online training before I start work?

You will need to complete all mandatory online training before you can start working for us.

If you have any questions that are not featured on this list, please contact our dedicated recruitment team on 01706 487 399

