



SESSION 5
MANAGING & DEVELOPING OVERSEAS WORKERS

WELCOME

This is one webinar in a series of five delivered by BA Healthcare with support from Essex County Council.

BA Healthcare is a leading provider of overseas staff to the health and social care sector. We are the only provider approved by the National Care Forum and are members of Care England and Care Forum Wales.

These webinars will help health and social care sector employers considering employing overseas workers to gain a wide ranging understanding of the process. These seminars will also be useful for employers who have employed overseas staff in the past and are looking to do so again.

These webinars will be useful to people in a number of different roles, including management and senior management, human resources and people management and strategic development.

Each webinar is 90 minutes long, with around 45 minutes of content, some short breaks and at least 30 minutes for your questions.

THIS SERIES OF TALKS

1. Introduction to Overseas Recruitment
2. Recruitment process, legal, immigration and compliance requirements
3. Costs and timescales, ensuring ethical and fair recruitment.
4. On-boarding
5. Managing and Developing Overseas Workers

IN THIS SESSION

- Ensuring equal treatment.
- Induction
- Incentivising and developing people.
- Addressing issues with overseas workers.
- Your questions & queries.

INDUCTION

- Very important for any worker, especially for overseas workers.
- Ensure content includes material on culture.
- Communicate policies and expectations clearly.
- Talk to new overseas workers about the environment they have worked in before joining you, understand the differences.
- Be clear on your roles as managers and employers both in terms of what you offer and what the limits are on the support you can provide.
- Be clear on your expectations.
- May need to explain things you wouldn't explain to UK workers, e.g. National Insurance and pensions and why you have to deduct them.
- Don't assume too much about their working environment before coming to the UK!

ENSURING EQUAL TREATMENT

- Many/most overseas workers will have protected characteristics.
- Equal doesn't always just mean the same.
- Understand what dates and holidays may be significant in their culture.
- Understanding visits home often means 2 or 3 days travel so consideration of extended holiday
- Understanding when parents become ill or pass away.
- Lack of concentration, worrying about money issues, can cost a great deal.
- Confusion over time off for sickness especially when on duty, how to manage this
- Potential bullying what to do if this happens?
- Salary payments on time, crucial as most remit money home to relatives
- What will happen if they suffer a work related accident, usually obvious to local employees

DEVELOPMENT AND INCENTIVES

- Many overseas workers will see a future working and living in the UK.
- Many overseas workers may want their future to be with you.
- They usually see their work in health and social care as important and as a career.
- Most are keen to develop themselves and their skills.
- It is important to show them opportunities to develop themselves.
- OSCE support for nurses.
- Care Home Assistant Practitioner (CHAPs) training.
- Routes into team leadership and perhaps management for some.
- Availability of overtime is important – most will want to take it and it is important for financial stability and sending money home.

SPECIFIC SUPPORT

- Overseas healthcare workers may need certain support over time that other workers don't need.
- Could include help to bring over dependent children, a spouse or partner.
- Could include being flexible on how much annual leave can be taken at any one time to allow for meaningful contact with family back home.
- Confusion on the apparent need to pay for a GP appointment when paying NI contributions
- What does “no recourse to Public Funds” really mean, it is often treated differently
- Helping to establish a local Bank Account
- Explaining the Tax deductions on their pay slips
- Deductions for Pension contributions (NEST – National Employment Savings Trust)

ADDRESSING ISSUES

- As with UK workers, issues can sometimes arise.
- Often result from ‘culture gaps’ – what is completely normal and acceptable when working in one country maybe frowned upon in another.
- Ensure workers have a solid understanding of the health and social care system in general so they understand their role in it.
- Ensure operating manuals, etc. reflect the diversity of the workforce.
- Navigating hierarchies can be a challenge, some workers will expect to be able to discuss even small concerns with very senior people, in other cultures, even raising legitimate concerns is not done.
- Adjusting to the weather, many have never experienced the cold and can find it debilitating.
- Getting used to UK food and appreciating this can be a challenge
- Sitting down with them on a one to one basis to discuss their concerns.
- Explaining company rules in a way they can fully understand and not assuming they know.
- Think carefully about the consequences of disciplinary procedures.

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What we offer:

An end-to-end service, built around you and your needs, however complex.

OSCE ready nurses, seniors and carers – from a few to a few hundred.

The best people with the right experience. Carefully selected, appropriately qualified, intensively prepared and trained in house, committed to working in the the sector with experience of living overseas.

Focused on recruiting from the Philippine overseas community.



TALK TO US

Find out how we
can make you
better.



Richard Canavan

UK Director

rsc@ba-healthcare.org

+44(0)7764 741061

Philip Leonard

Managing Director

+60 10 766 2104

phl@ba-healthcare.org