

Electronic Staff Record Programme

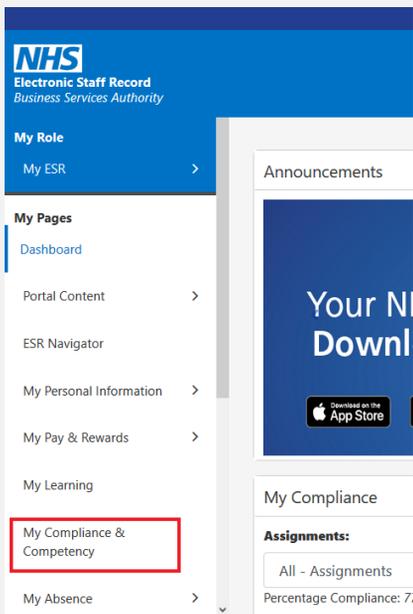
How to identify working carers

Identifying and supporting working carers, particularly with the additional pressures of responding to the COVID-19 pandemic, is a key focus of the NHS England & Improvement and Employers for Carers campaign to highlight the Working Carers Passport scheme.

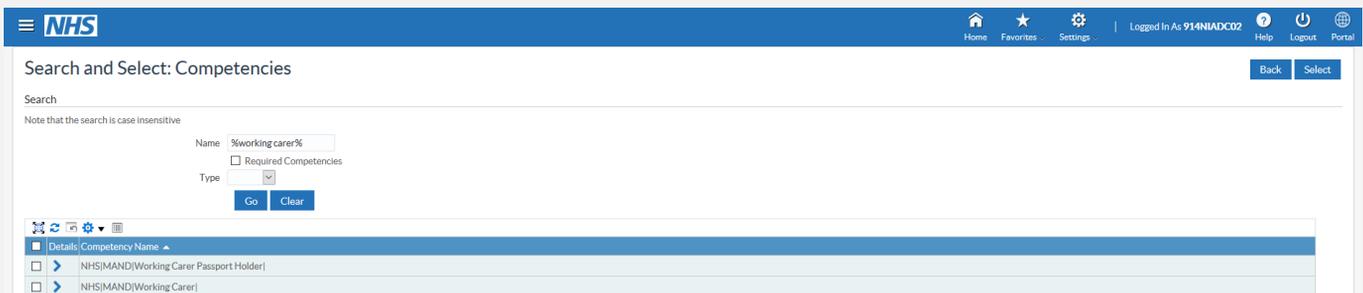
To support this initiative two new competencies, which can be assigned to employees either by themselves, where full Employee Self Service is deployed, by managers or their HR team, have been added to ESR. Using competencies allows us to very quickly utilise existing functionality to enable employees to identify as a working carer or a holder of a working carer passport. Managers and HR teams can then work to ensure the support need is available to them.



Option 1 : Employee Self Service User Requests Competency



1. Open the **My Compliance & Competency** page using the navigation on the left hand side of the ESR Portal
2. Assuming you do not already have the competency then press **Add Competencies**
3. Press **Find Competencies** and then use the search term %working carer% - tick the box next to the correct competency and press **Select**
4. Amend the Start Date of the competency if required to match when you became a carer and press **Apply**
5. The request to add the competency will be sent for approval



Where can I obtain further support and guidance?

Where can I obtain further information on NHS support for carers?



[How to add a competency to your record](#)

www.people.nhs.uk

Option 2 : Supervisor Allocates Competency

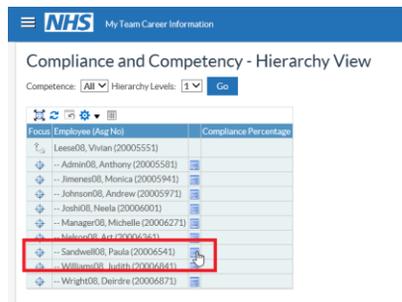
Allocating the competency to those in your hierarchy can be done using any one of Manager, Supervisor or Administrator self service user responsibility profiles



- My Pages
- Dashboard
- ESR Navigator
- Talent Profile
- Organisation Chart
- My Team Personal Information
- My Team Career Information
- Learning
- Appraisals and Reviews
- Compliance and Competency

1. Go to the Manager Dashboard and select the Compliance and Competency option under **My Team Career Information**

2. Choose the person you wish to allocate the competency to



3. Assuming that the person does not already have the competency then press **Add Competencies**

4. Press **Find Competencies** and then use the search term %working carer % - tick the box next to the correct competency and press **Select**

5. Amend the Start Date of the competency if required to match when you became a carer and press **Apply**

6. Press the **Review and Submit** button to check the information. If everything is correct then press **Submit**

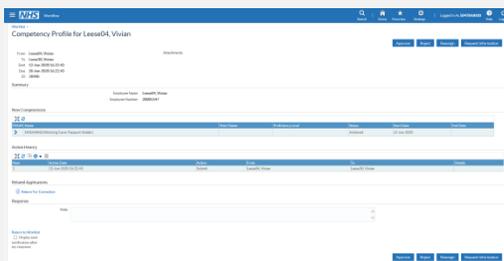
Approving Requests

The supervisor receives a notification to approve the request (and email if the Organisation has a secure email server e.g. they are using NHS.net). They then have 8 days to respond otherwise the request times out and the employee will need to re-submit.

1. From the Portal select the Notifications icon



2. Find and open the notification requesting the competence to approve it.



Where can I obtain further support and guidance?



View the online education support [here](#)

Option 3 : Adding Competencies as a Professional User

HR Administrators have the option of adding competencies to individuals, or if there is a large number of people required to have the competence then automated processes can help with this task.

HR Administrators

1. Go to the ESR Navigator using the HR Administration URP and select **Enter & Maintain**
2. Search for the name of the person you wish to allocate the competency to and select **Competency Profile** from the **Others** button
3. Search for the competency you wish to add by clicking the  in the Competency field and selecting 
4. Type the name of the competency and click Find. The % character will return all matching records to your search criteria



Find

Competence	Proficiency Level	Status	Date From	Date To
NHS(MAND)Working Carer				

5. Ensure the correct Date From is recorded. Where appropriate an automatic Date To will be populated to ensure reminders to review the competency are sent to the employee and manager prior to this date.



How do I add competencies to multiple records at the same time?

How do I add competencies using HR Administration?

Where can I get further guidance and help from?



Please refer to the ESR User Manual for instructions on using the [Bulk Upload Process](#)

To refer to the online education available [Click Here](#)

Contact your regional [NHS ESR Functional Account Manager](#)