

Worker Terms of Business (Introducer Agreement)

Last Updated: October 2025

1. Definitions

In these Terms:

- “Shiftra”, “we”, or “us” means Shiftra Ltd, a company registered in England and Wales, providing introduction and booking-facilitation services between healthcare professionals and care providers.
- “Worker”, “you”, or “your” means any healthcare professional or individual who registers with Shiftra to be introduced to potential Providers for temporary or ongoing work.
- “Provider” means any care home, supported living service, clinic, or other organisation seeking to engage healthcare professionals introduced by Shiftra.
- “Booking” means any confirmed engagement, shift, or assignment accepted by both the Provider and the Worker following an introduction by Shiftra.
- “Engagement” has the same meaning as Booking and includes any direct or indirect arrangement for services between a Worker and a Provider.
- “Introduction” means the act of Shiftra providing information (such as a Worker’s profile or availability) to a Provider that leads to an Engagement or Booking.

2. Our Service

- Shiftra introduces and facilitates bookings between healthcare professionals and care providers for temporary or ongoing work.
- Shiftra is not your employer and does not pay wages, pensions, or National Insurance.
- All contractual and payment arrangements are made directly between you and the care provider (“Provider”).
- Shiftra’s role is to match you with Providers, verify documentation, and confirm bookings.

3. Bookings

- A booking is confirmed when the Provider accepts you for specific dates or hours through Shiftra.
- You will receive confirmation details (location, start time, rate, and contact).
- Each confirmed booking is a direct engagement between you and the Provider.
- You are responsible for agreeing your rate of pay, shift hours, and any expenses directly with the Provider.

4. Compliance

You must provide accurate and current documentation, including:

- Proof of identity and Right to Work in the UK
- DBS certificate
- Training certificates (e.g., infection control, basic life support)
- Professional references

You agree to:

- Notify Shiftra immediately of any change to your professional registration, employment status, or criminal record.
- Maintain valid and current documentation at all times.
- Comply with all Provider policies, including safeguarding, confidentiality, and health-and-safety requirements.

5. Conduct and Responsibilities

Workers are expected to:

- Act professionally and courteously at all times.

- Deliver safe and competent care in accordance with their training and qualifications.
 - Arrive punctually and complete agreed shifts in full.
 - Notify both Shiftra and the Provider as soon as possible if you cannot attend a confirmed booking.
 - Report any safeguarding or patient-safety concern to the Provider's safeguarding lead and, where appropriate, to Shiftra.
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6. Payment

- You are paid directly by the Provider for work performed.
 - Shiftra does not handle payroll or issue payslips.
 - You are responsible for your own tax, National Insurance, and pension contributions.
 - Shiftra does not charge any fee to Workers for joining or being introduced.
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7. Cancellation

- If you must cancel a confirmed booking, you must inform both the Provider and Shiftra as early as possible.
 - Frequent or late cancellations may affect your ability to receive future bookings through Shiftra.
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8. Liability

- Shiftra introduces Workers in good faith but does not guarantee the availability of shifts or the suitability of any Provider.
- Shiftra accepts no liability for loss, damages, or injury arising from your engagement with any Provider.
- Nothing in these Terms limits liability for fraud, death, or personal injury caused by negligence.

9. Data Protection

Shiftra processes personal data in accordance with UK GDPR and our Privacy Policy.

Your information is used only for compliance checks, introductions, and administrative purposes related to bookings.

10. Amendments

Shiftra may update these Terms periodically. The latest version will be available on our website, and continued use of our services constitutes acceptance of any updated Terms.

11. Governing Law

This Agreement is governed by and construed in accordance with the laws of England and Wales, and both parties submit to the exclusive jurisdiction of the English courts.

12. Contact

For any queries about these Terms, please contact:

hello@shiftra.co.uk