

# ZorbeeHealth

## Carer's Handbook

Your all-in-one guide to becoming a confident, in demand carer with Zorbee.



# Welcome to the Zorbee Community

You're not just joining an app you're becoming part of a movement to make care work faster to start, easier to manage, and more rewarding for everyone involved



## Our Mission

Zorbee exists to give carers the freedom to focus on what they do best caring. We make it quicker to get started, simpler to find work, and easier to build a career you control.



## Our Promise

You focus on delivering great care. We handle the admin, the compliance, and the technology so you can focus on the people.

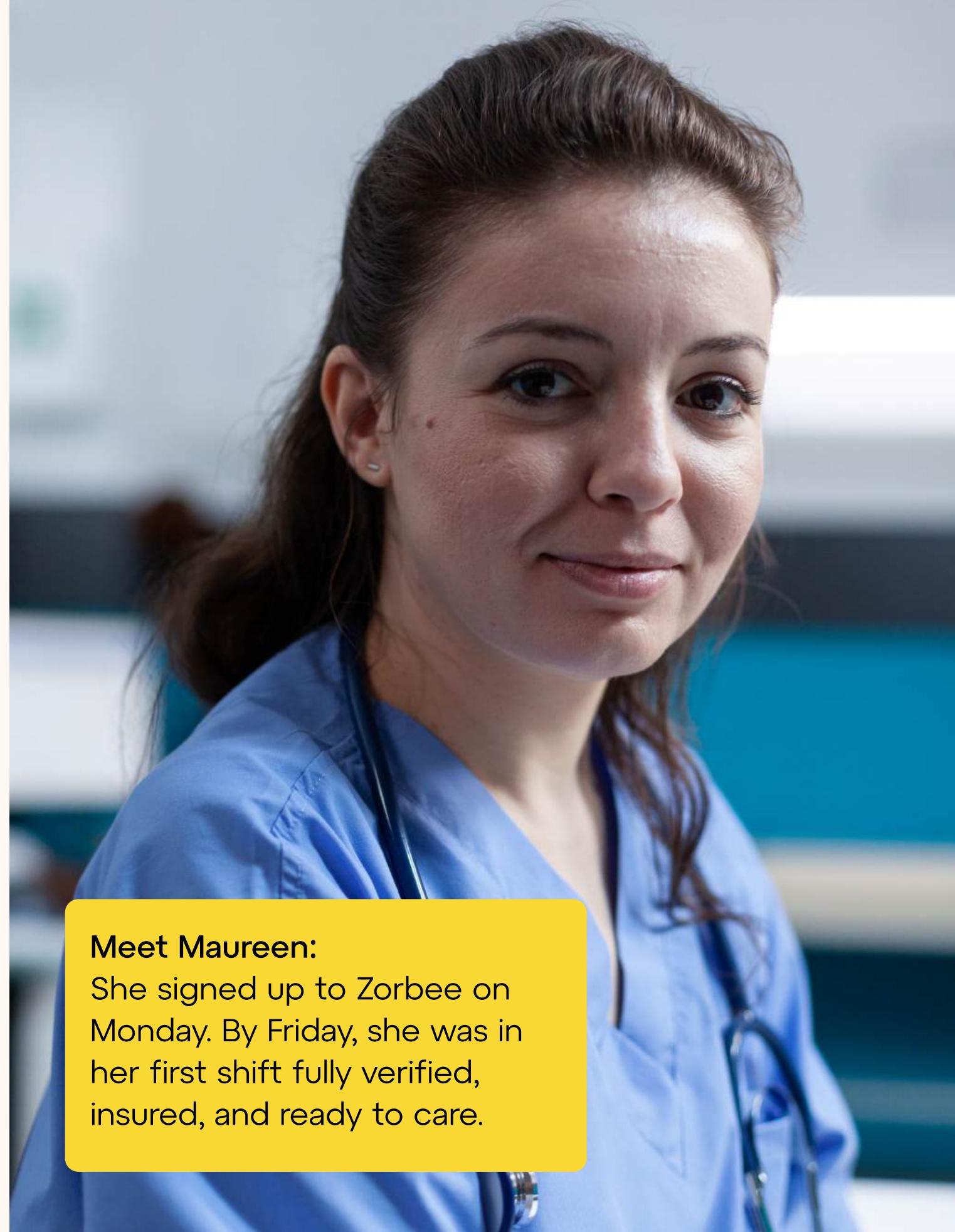
## What Makes Zorbee Different

**Zorbee Passport:** one set of compliance checks that goes everywhere with you.

**Flexible Work:** work with multiple clients and employers, on your terms

**Direct Connections:** talk directly to clients, no middlemen

**AI Job Matching:** we match you to the right clients,



### Meet Maureen:

She signed up to Zorbee on Monday. By Friday, she was in her first shift fully verified, insured, and ready to care.

# Your Zorbee Passport: Your Golden Ticket to Care Work

Think of your Zorbee Passport as your all-access pass to care jobs. It's more than just paperwork it's your proof that you're trained, verified, insured, and ready to work from day one. Once it's complete, you can start accepting roles immediately, without going through the same slow admin process over and over again.

## What's inside your Passport:

### DBS Check

Submit your application digitally in minutes and track the status right inside the app no chasing emails or phone calls.

### Public Liability Insurance

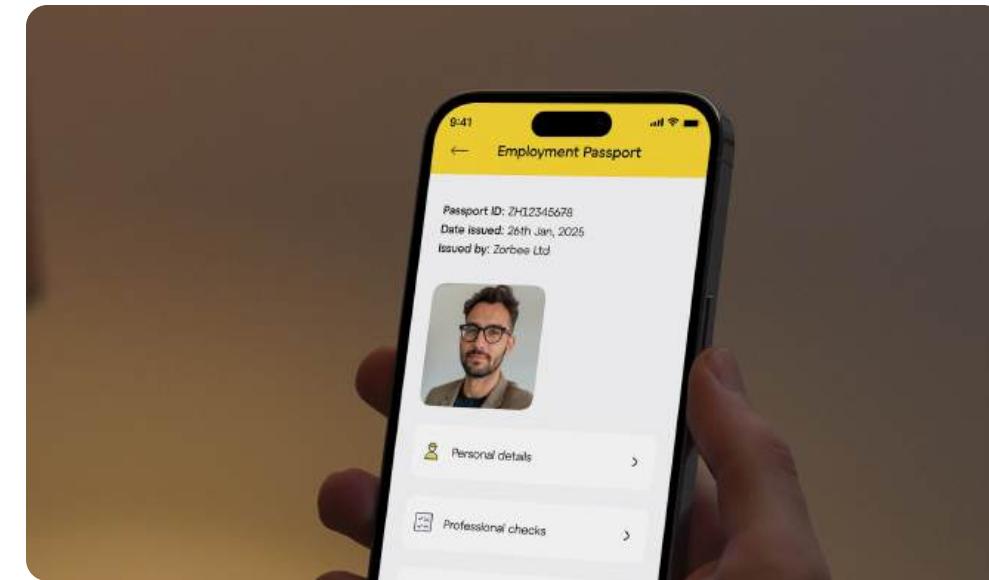
Automatically activated the moment your onboarding is done, giving you peace of mind while you work.

### Mandatory Training

Complete essential care modules like safeguarding, infection control, moving & handling, and basic life support. Your certificates are issued instantly and stored in your profile.

### Verified Photo ID & Right-to-Work Checks:

Upload your documents in-app, get verified quickly, and never worry about sending physical copies again.



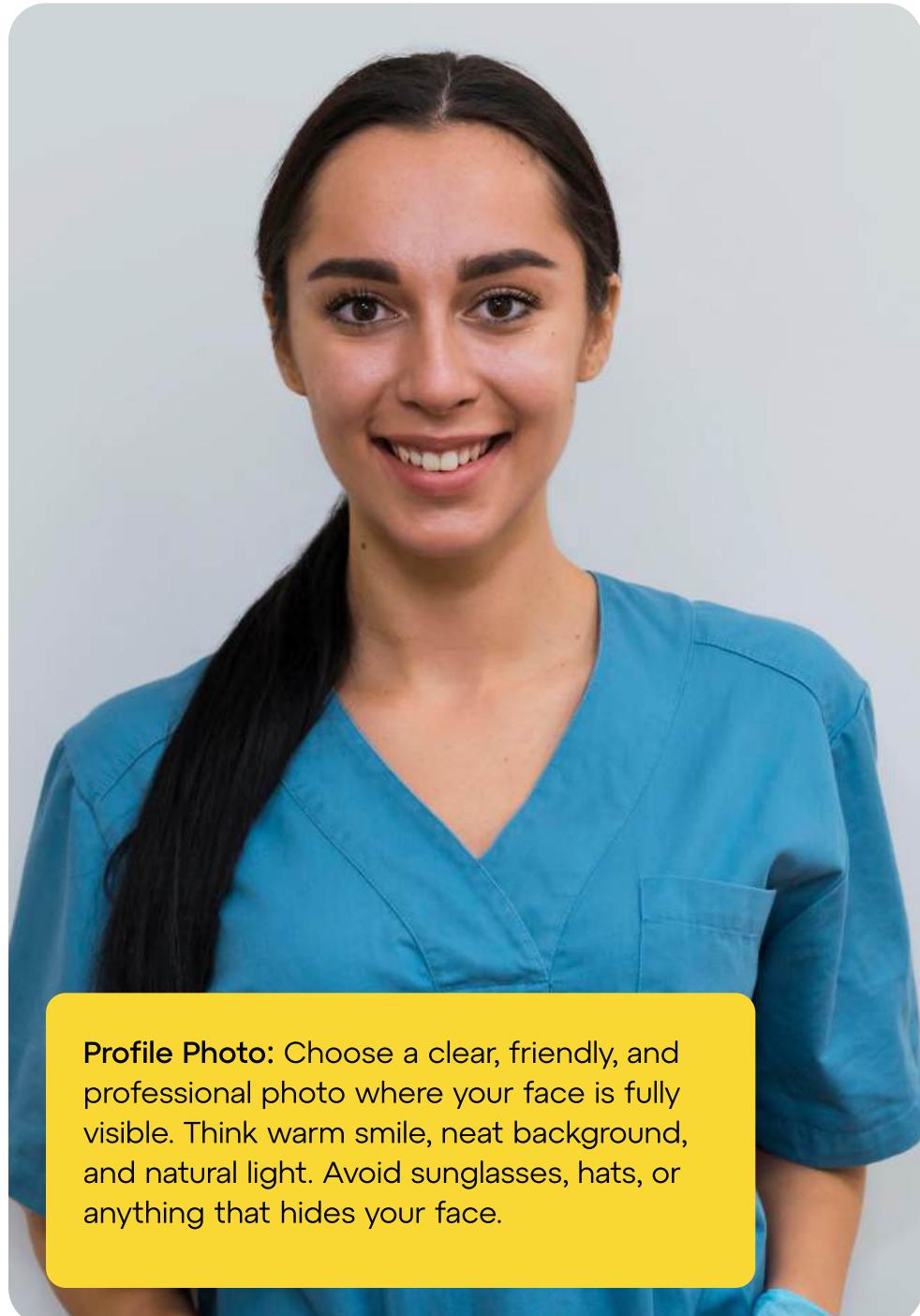
## Pro tips for your Passport:

- Keep every document current the app will alert you if something's about to expire so you can renew in time.
- A 100% complete Passport puts you at the top of the list when matching with jobs.
- Your Zorbee Passport isn't tied to one employer you can use it across multiple clients and providers, giving you total flexibility.

**Motivation boost:** Picture a progress bar filling up with each step you complete. At 40%, you're halfway to unlocking every opportunity Zorbee can offer just two steps to go!

# Creating a Carer Profile That Shines

Your profile is your shop window it's the first thing clients, providers, and clinical professionals see. A strong, well crafted profile builds trust, creates connection, and can be the deciding factor in whether you're chosen for a role.



**Profile Photo:** Choose a clear, friendly, and professional photo where your face is fully visible. Think warm smile, neat background, and natural light. Avoid sunglasses, hats, or anything that hides your face.

**About Me:** Write a short, welcoming paragraph about why you're passionate about care work. Share what motivates you and how you like to support people make it human, not just a list of skills.

**Experience:** List any previous care roles, volunteering, or work in related fields. Include specialist skills like dementia care, working with children, or supporting people with complex needs.

**Location Settings:** Set your travel radius clearly so you only get matched with roles you can realistically take.

**Remember:** A complete and well-written profile doesn't just get you seen it gets you chosen.

**Availability:** Be specific about the days, times, and flexibility you can offer. If you're open to last minute or urgent shifts, highlight it makes you more appealing to clients and providers.

## Pro tips for extra impact:

- Mention additional languages you speak this can instantly boost your match rate with clients who value that connection.
- If you're new to care, lean into transferable skills from other jobs, like customer service, hospitality, or childcare anything that shows you're reliable, people focused, and adaptable.

# Getting Matched: Let Zorbee's AI Do the Heavy Lifting

Finding the right care job can be time-consuming scrolling endlessly, filling out forms, and chasing responses. Zorbee changes that. Our AI works in the background 24/7, scanning live vacancies and matching you with roles that fit your skills, availability, and location. The more complete and active your profile, the smarter your matches become.

## Key features to master:

- **Match Feed:** Your personalised stream of opportunities, updated in real time as new roles become available.
- **Filters:** Fine-tune your search by pay rate, travel distance, working hours, or type of care. This helps you focus only on the jobs that truly suit you.
- **Job Alerts:** Instant push notifications for your best matches, so you can be first to apply.

## Pro tips for better matches:

Keep your profile fresh update your availability, skills, and experience weekly. The AI prioritises carers who look active and ready to work. If you reject a match, leave a quick reason. This feedback teaches the AI more about your preferences, making future matches even more relevant.



You focus on caring, Zorbee's AI takes care of the job hunting. With Zorbee, your next job isn't just out there it's already looking for you.

# Connecting with Clients, Providers & Clinical Professionals

Your first impression sets the tone for the entire working relationship. Zorbee makes that connection simple, safe, and professional so you can focus on showing who you are and what you can offer.

## Built-in tools to help you connect:

- **Secure Messaging:** Chat directly through the app without ever sharing your personal phone number. Your privacy is protected at all times.
- **Booking Requests:** Accept, decline, or propose alternative times with just a tap keeping the process quick and transparent.
- **Video Introductions:** Record a short, friendly clip so clients and providers can get a feel for your personality before meeting you

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**Remember:**  
Professional communication  
doesn't just land you the first  
job it keeps clients coming back.

# Managing Your Work Life in Zorbee

Zorbee isn't just about finding work it's about keeping your schedule, clients, and payments running smoothly, all in one place.



## Stay on top of your schedule

- Use the built-in calendar to see all your upcoming shifts at a glance.
- Set automatic shift reminders so you never miss a booking.
- Sync with your phone's calendar to keep work and personal plans in one view.



## Track your work and payments with ease

- Log the hours you've worked for each client directly in the app.
- View, download, and share timesheets or invoices whenever you need them.
- Keep everything organised so you're always clear on what you've worked and what you've earned.



## Work flexibly with multiple employers

- Take shifts with private clients, agencies, and care homes at the same time.
- Your Zorbee Passport means no repeating DBS checks or mandatory training for each employer you're already verified and ready to go.



Zorbee keeps your work life organised, so you can spend less time on admin and more time doing what you do best caring



# Support, Training & Growth: Your Journey Doesn't Stop at Onboarding

With Zorbee, you're never left to figure things out alone. Whether you need quick answers, want to sharpen your skills, or are aiming to boost your profile for higher paying roles, we've got you covered every step of the way.

## Help at Your Fingertips

The in app Help Centre is your first stop for instant answers. From troubleshooting tech issues to understanding booking processes, you can search, browse, and get guidance in seconds no waiting on hold.

## Real People, Real Support

Need to speak to someone right away? Our Live Chat Support connects you directly to a Zorbee team member who can help with urgent queries. Whether it's a last-minute booking issue or a question about your Passport, we're here to get you back on track fast.

## Keep Your Skills Fresh

The care sector is always evolving, and so should you. Zorbee offers refresher training modules at no extra cost, so you can stay compliant and confident in your work. Topics cover everything from safeguarding updates to specialist care techniques all available online, anytime.

## Showcase Your Expertise

Earn Skill Badges by completing specialist training and demonstrating your knowledge in key areas like dementia care, palliative support, or complex needs assistance. Badges appear on your profile, helping you stand out to clients and providers who value your expertise.



# Your First Week Challenge: Level Up with Zorbee

Your first week on Zorbee is your launchpad. Complete these key actions to show you're ready for work and unlock the exclusive "Zorbee Fast Starter" badge that boosts your profile and helps you get more matches.

01

## Complete Your Zorbee Passport

- DBS check submitted
- Mandatory training finished
- Insurance activated
- ID & right-to-work verified

02

## Upload Your Profile Photo

- Clear, friendly, professional headshot uploaded

03

## Apply to 3 Roles

- Role 1 applied
- Role 2 applied
- Role 3 applied

04

## Connect with 1 Client or Provider

- First chat started
- Booking request sent or accepted

05

## Complete Your First Shift

- Shift completed
- Hours logged in the app

# Staying Safe & Professional: Your Reputation Matters



## In-Person Safety Tips

**Your wellbeing comes first.** Always follow these best practices when meeting or working with a new client:

**Meet in public first where possible** for example, in a café or community space, especially if it's your first time working together.

**Carry valid photo ID** so you can confirm your identity if needed.

**Keep the Zorbee app open** during visits so you can access client details, booking information, and emergency contacts instantly.

**Trust your instincts** if something doesn't feel right, pause the interaction and contact Zorbee Support immediately.

## Professionalism in Every Interaction

Professionalism isn't just a nice-to-have it's the key to getting repeat bookings, higher ratings, and word-of-mouth recommendations.

**Be reliable:** Accept shifts you can commit to, and always follow through.

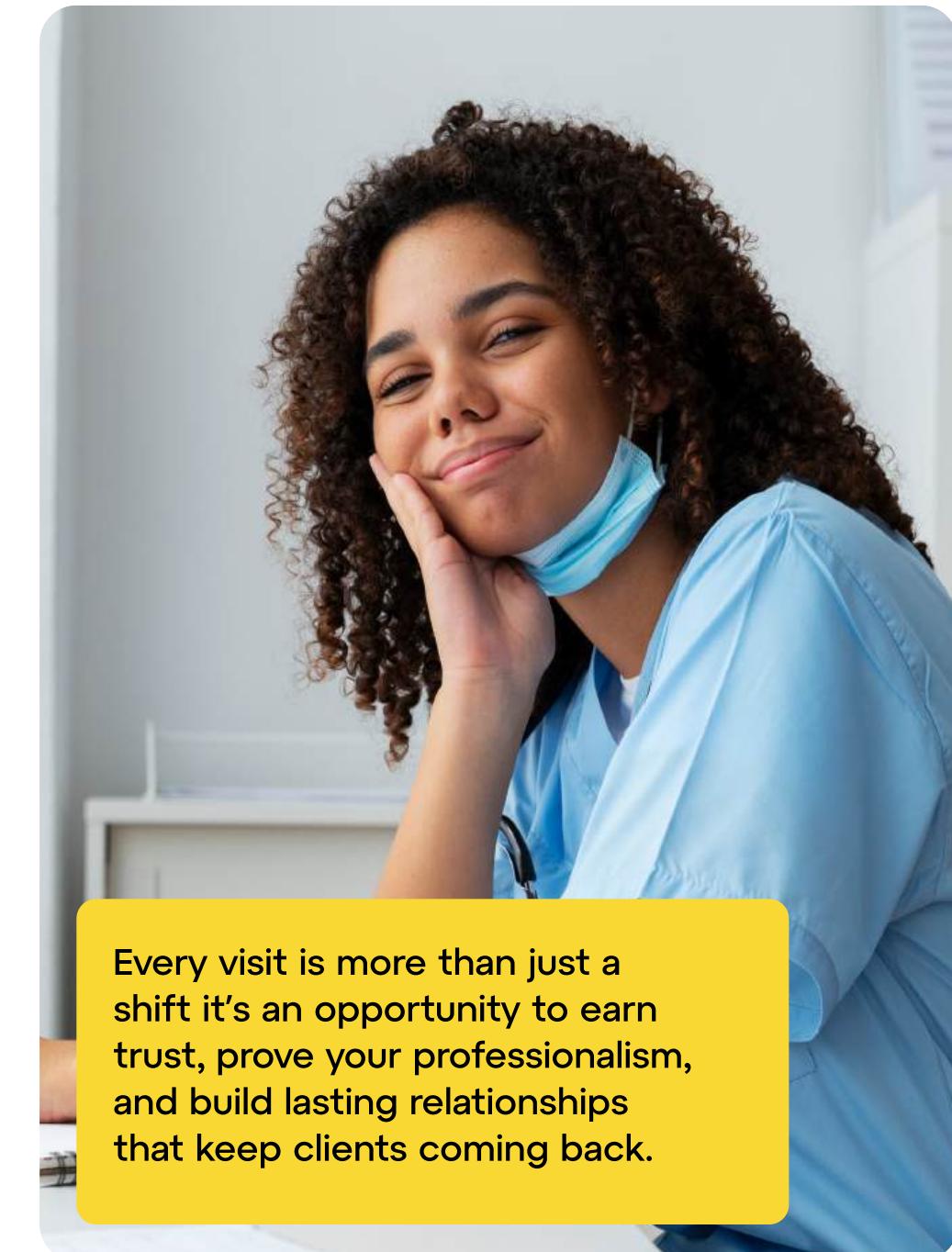
**Be punctual:** Arrive a few minutes early to show respect for the client's time.

**Communicate clearly:** Confirm details in writing, keep clients updated about delays, and respond promptly to messages.

**Show respect:** Maintain boundaries, uphold confidentiality, and treat every client with dignity.

**Why it matters:** In the care sector, trust is everything. A carer who's safe, professional, and dependable quickly becomes a client's go-to which means more work, better reviews, and long-term success on Zorbee.

At Zorbee, your safety and professionalism are just as important as your skills. When you work in someone's home or community, you're not just representing yourself you're representing the trust that clients, providers, and the Zorbee platform place in you.



# Beyond Your First Shift: Keep the Momentum Going

Your first shift is just the beginning. The carers who thrive on Zorbee are the ones who treat every booking as an opportunity to grow, improve, and open new doors. Here's how to build on your success:

## Ask for Feedback

After each booking, politely request feedback from your client or provider. Positive reviews boost your profile ranking and attract more opportunities, while constructive feedback helps you improve your service.

## Grow Your Skills (and Your Pay)

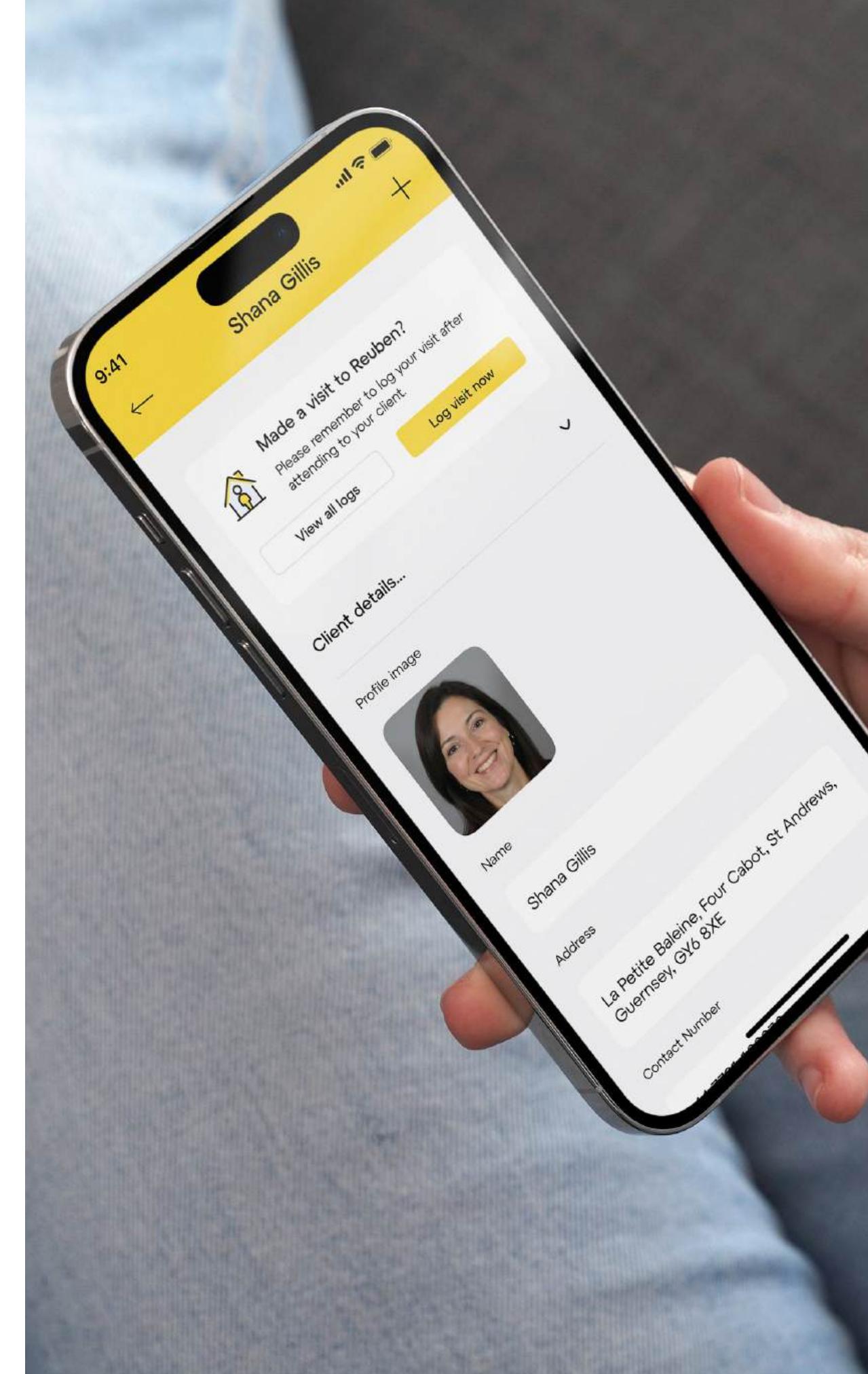
Once you've settled into your role, explore Zorbee's advanced training modules. Specialist skills in areas like dementia care, complex needs support, or palliative care can qualify you for higher paying roles and give you a competitive edge.

## Keep Your Availability Fresh

Update your working days and times regularly in the app. The more accurate your availability, the better the AI can match you with shifts that fit your schedule and the fewer missed opportunities.

### Remember

Your first booking gets you started on your ongoing growth and keeps you in demand.





Transform the way you  
manage care. Sign up now  
at [www.zorbee.io](http://www.zorbee.io)