REDEEMERS HEALTH VILLAGE

Human Resources Department

CORPS MEMBERS MANAGEMENT POLICY

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Date Approved:	—		

Relevant Standards

- National Youth Service Corps (NYSC) Decree No. 24 of 1973 (as amended) — NYSC Act Cap N84 LFN 2004
- National Health Insurance Authority (NHIA) Act 2022 — GIFSHIP-n Programme
- Labour Act of Nigeria (Cap L1 LFN 2004)
- Nigeria Data Protection Act (NDPA) 2023
- Medical and Dental Council of Nigeria (MDCN) — Practice Guidelines
- Nursing and Midwifery Council of Nigeria (NMCN) Code of Conduct
- Pharmacists Council of Nigeria (PCN) Practice Standards
- RHV Background Check Policy (HR-POL-001)
- RHV Onboarding Policy (HR-POL-007)
- RHV Health and Safety Policy (HR-POL-013)
- RHV Code of Professional Conduct (HR-POL-023)
- RHV Disciplinary Action Policy (HR-POL-003)
- RHV Mandatory Reporting Policy (HR-POL-031)
- RHV Data Protection & Privacy Policy (HR-POL-024)

Amendment History

Issue	Status	Date	Reason for Change	Authorised
1	Final	August 28, 2026	New Policy — First Issue	CHRO/CEO
2				
3				

1. Purpose

This Policy establishes a structured and consistent framework for the recruitment, placement, onboarding, supervision, welfare, health coverage, performance management, retention, and end-of-service management of National Youth Service Corps (NYSC) Corps Members deployed to Redeemers Health Village (RHV).

The Policy is intended to ensure that Corps Members are: appropriately selected and deployed based on organisational needs and HR-Management determination; provided with adequate supervision, professional development opportunities, and welfare support throughout their service year; managed in accordance with RHV's standards, applicable NYSC regulations, and relevant organisational policies; and — where performance warrants — considered as part of RHV's internal talent pipeline following the completion of their service.

2. Scope

This Policy applies to all NYSC Corps Members deployed to or engaged by RHV for their mandatory national service year, regardless of department, professional discipline, or area of deployment. It applies throughout the Corps Member's engagement — from identification of workforce needs and placement, through onboarding, performance management, health and welfare support, and final clearance.

This Policy shall be read together with RHV's Employee Handbook, Code of Professional Conduct (HR-POL-023), all other applicable policies, and applicable NYSC regulations. Where this Policy is silent on a matter, the relevant RHV policy or NYSC regulation applies.

3. Guiding Principles

The management of NYSC Corps Members at RHV is guided by the following principles:

- Merit and Organisational Need: Corps Members are engaged based on genuine workforce requirements and suitability for the available role, as jointly determined by HR and Management.
- Fairness and Transparency: Selection, supervision, performance assessment, and retention decisions are based on objective and consistent criteria.
- Professional Development: Corps Members are provided with opportunities to learn, contribute meaningfully, and develop relevant workplace and professional competencies.
- Patient-Centred Service: Corps Members in clinical and patient-facing roles uphold RHV's commitment to safe, respectful, and quality patient care — to the same standard expected of all clinical staff.
- Accountability: Corps Members are accountable for their conduct, attendance, performance, and compliance with RHV policies throughout the service year.
- Welfare and Wellbeing: RHV provides an appropriate working environment and reasonable welfare support within the limits of the organisation's approved arrangements.
- Talent Development: High-performing Corps Members may be considered as part of RHV's internal talent pipeline for future employment opportunities.
- Compliance: All NYSC engagements comply with applicable NYSC requirements, professional regulations, and RHV policies.

4. Corps Member Recruitment and Selection

4.1 Workforce Needs and Placement Determination

The need for Corps Members at RHV is identified through an ongoing dialogue between the HR Department and Management. HR, in conjunction with Heads of Department, reviews operational requirements, unit workloads, skills gaps, and service demands to determine which departments and roles are suitable for Corps Member deployment in any given cohort.

Placement decisions — including which departments receive Corps Members, the number to be deployed, and the roles they will fill — are made by HR and Management jointly. Heads of Department provide input on their unit's needs and suitability; the final determination rests with HR in consultation with Management.

The engagement of Corps Members shall not be used to circumvent established recruitment requirements for permanent or substantive employees.

4.2 Sourcing and Placement Channels

RHV may obtain Corps Members through the following authorised channels:

- Official NYSC deployment and state secretariat placement
- Corps Members approaching RHV directly to request a Primary Place of Assignment (PPA)
- Approved institutional or professional association channels
- Any other legitimate sourcing channel consistent with NYSC requirements and approved by HR

Placement is subject to the availability of suitable roles and RHV's operational needs as determined by HR and Management. No department may independently accept, negotiate, or confirm a Corps Member placement without HR's prior involvement and approval.

4.3 Selection Criteria

Selection considers:

- Academic qualifications and relevance of field of study
- Professional qualifications and registration status where the role requires it
- Relevant skills, competencies, and prior experience
- Communication and interpersonal skills
- Professional attitude and conduct
- Ability to work effectively within a team
- Alignment with RHV's values and service standards
- Suitability for the requirements of the proposed department

For clinical or regulated roles, Corps Members may only perform duties permitted by their current qualifications, professional status, level of verified competence, and applicable regulatory requirements. This is not negotiable on grounds of operational convenience.

5. Pre-Deployment Documentation

No Corps Member may begin duties at RHV until all required documentation has been submitted to and verified by HR. The following documents are required from every Corps Member before commencement:

- NYSC call-up letter and state deployment / PPA letter
- Valid government-issued photo identification (National ID, International Passport, or Voter's Card)
- Academic transcripts and degree certificate(s)
- Current professional licence or regulatory certificate — clinical roles only
- Two recent passport photographs
- Completed RHV Corps Member Registration Form (Form NYSC-01)
- Emergency contact details (Form NYSC-01, Section D)
- NYSC/NHIA GIFSHIP-n health insurance enrolment confirmation
- Signed RHV Confidentiality Agreement (Form NYSC-02) — before Day 1
- Signed Code of Professional Conduct Acknowledgement (Form NYSC-03) — before Day 1

Where a clinical role requires professional registration (MDCN, NMCN, PCN, MLSCN, etc.), HR verifies registration status directly with the regulatory body. A Corps Member with lapsed, suspended, or revoked registration may not undertake clinical duties under any circumstances. All documentation is held on a secure, confidential digital file maintained by HR in accordance with the NDPA 2023 and HR-POL-024.

6. Onboarding and Orientation

All Corps Members undergo a mandatory structured orientation before beginning any duties at RHV. Orientation is completed on or before the first working day and is not abbreviated on grounds of urgency. The orientation covers:

- RHV's mission, vision, core values, and institutional identity
- Code of Professional Conduct (HR-POL-023) — read, discussed, and signed
- Patient confidentiality and data protection obligations under NDPA 2023
- Health and safety procedures, fire evacuation routes, and IPC requirements
- Dress code and uniform requirements (HR-POL-012)
- Social media and digital communication obligations (HR-POL-032)
- Attendance, timekeeping, and leave procedures
- Incident and patient safety reporting obligations (HR-POL-031)
- NYSC/NHIA health insurance arrangements and how to access care at RHV
- Introduction to the assigned department, supervisor, and key colleagues

HR retains a signed Orientation Acknowledgement Form for every Corps Member. Each Corps Member is assigned to an appropriate department and a named supervisor responsible for day-to-day guidance and oversight. Corps Members are supernumerary — they are in addition to the approved departmental establishment and do not count toward the minimum safe staffing level for any ward or unit.

7. Deployment and Supervision

Corps Members are deployed in accordance with HR and Management's joint placement determination. They work under the supervision of the designated Head of Department or appointed supervisor.

Supervisors must ensure that Corps Members:

- Clearly understand their assigned responsibilities and the scope of their authority
- Receive appropriate and regular guidance and support
- Are not assigned duties beyond their verified competence, qualifications, or professional regulatory authority
- Comply fully with all applicable RHV policies and procedures
- Maintain appropriate professional standards at all times
- Receive regular, specific, and constructive feedback on their performance

Where operational requirements necessitate a change in duties or assignment, such changes are coordinated through HR and the relevant departmental authority. Supervisors may not reassign a Corps Member unilaterally without HR notification.

8. Roles, Responsibilities and Performance Expectations

8.1 Corps Member Responsibilities

Corps Members are expected to:

- Perform all assigned duties diligently, responsibly, and to the required standard
- Maintain punctuality and regular attendance throughout the service year
- Demonstrate professionalism, integrity, and respect in all interactions — with patients, colleagues, supervisors, and visitors
- Protect the confidentiality of all patient and institutional information at all times
- Follow all lawful instructions from authorised supervisors
- Observe all applicable RHV policies and procedures
- Maintain appropriate appearance and comply with the dress code
- Participate in required training, mandatory updates, and departmental activities
- Report patient safety concerns, incidents, and near-misses immediately in accordance with HR-POL-031

- Seek clarification promptly where uncertain about an assigned responsibility — never acting beyond their verified competence

8.2 Performance Assessment Criteria

Performance is assessed based on the following factors:

- Quality, accuracy, and reliability of work
- Attendance and punctuality
- Professional conduct and alignment with RHV values
- Teamwork and collaboration
- Initiative and willingness to learn
- Patient and colleague service standards where applicable
- Compliance with policies, procedures, and regulatory requirements
- Overall contribution to the department
- Potential for future employment at RHV

9. Professional Conduct and Policy Compliance

Corps Member status does not exempt any individual from RHV's professional and conduct standards. All Corps Members are bound by the same expectations as permanent and contract staff in respect of:

- Integrity and honesty in all communications and actions
- Patient safety — including mandatory incident reporting obligations (HR-POL-031)
- Confidentiality of patient and institutional data (HR-POL-024)
- Respectful and non-discriminatory treatment of all colleagues and patients
- Infection prevention and control protocol compliance
- Responsible use of hospital property and resources
- Social media and digital communication conduct (HR-POL-032)
- Conflict of interest declaration where applicable (HR-POL-009)

Any breach of RHV policy may result in appropriate action under this Policy and, where warranted, referral to the relevant NYSC state secretariat or zonal inspection office.

10. Attendance, Timekeeping and Leave

Corps Members comply with the working hours and attendance requirements of their assigned department. Specific obligations:

- Report at the scheduled time and sign in/out using RHV's designated attendance system.
- Remain available, engaged, and productive during scheduled working hours.
- Obtain advance approval from the supervisor before any absence — except in genuine, documented emergencies.
- Apply for leave through HR, in accordance with applicable NYSC regulations and RHV leave procedures.

Unauthorised absence is treated as a conduct matter under Section 13. Falsification of attendance records — by any person — constitutes misconduct and may attract both RHV disciplinary action and referral to NYSC.

11. Retention and Post-NYSC Engagement

11.1 Performance Assessment Cycle

HR, in conjunction with the relevant Head of Department and Supervisor, conducts periodic formal assessments of Corps Members throughout the service year:

Assessment Period	Conducted By	Submitted To
Month 3 — Quarterly Review	Supervisor + HOD	HR Department
Month 6 — Mid-Year Review	Supervisor + HOD	HR Department
Month 9 — Third Quarter Review	Supervisor + HOD	HR Department
Month 12 — End-of-Service Assessment	HOD with HR	CHRO — talent pipeline decision

Each assessment uses the standardised Corps Member Performance Assessment Form (Form NYSC-04). Completed forms are reviewed by HR and retained on the Corps Member's confidential file. The Month 12 end-of-service assessment directly informs the talent pipeline decision.

11.2 Identification of High-Performing Corps Members

HR may maintain a talent pipeline of outstanding Corps Members whose skills, performance, and career interests align with RHV's current or anticipated workforce needs. Identification is based solely on demonstrated performance, professional conduct, and fit — not on personal relationships, informal lobbying, or departmental sentiment. Inclusion in the pipeline is confidential and does not constitute a promise of employment.

11.3 Post-Service Employment Consideration

RHV may consider high-performing Corps Members for suitable employment opportunities following completion of their service year based on:

- Organisational workforce needs and availability of approved vacancies
- Sustained satisfactory performance throughout the service year
- Professional qualifications, competencies, and conduct record
- Recommendations from the relevant Head of Department
- Successful completion of RHV's standard recruitment and selection process (HR-POL-025), including all pre-employment background checks (HR-POL-001)
- Possession of a valid NYSC Discharge Certificate

Completion of NYSC service at RHV does not create an automatic entitlement to employment. Corps Members considered for post-service roles are assessed on merit in direct competition with any external applicants.

11.4 Development Feedback

All Corps Members receive written feedback on their end-of-service assessment within fifteen (15) working days of their last day, regardless of talent pipeline status. Feedback is constructive, specific, and intended to support professional growth.

12. Health Insurance and Welfare

12.1 NYSC/NHIA GIFSHIP-n Health Insurance

NYSC Corps Members serving at RHV are covered by the NYSC/NHIA GIFSHIP-n health insurance programme. Corps Members seeking medical care should ordinarily access services through the prescribed GIFSHIP-n referral and authorisation process, presenting their valid NYSC health insurance documentation. HR confirms GIFSHIP-n enrolment status for all Corps Members and liaises with the relevant NYSC/NHIA representative where queries arise.

12.2 RHV Healthcare Provisions

Where a Corps Member requires medical attention at RHV as their Primary Place of Assignment, the following provisions apply:

Service / Fee Type	RHV Provision
Outpatient Consultation	No consultation fee charged
Inpatient Admission / Bed Fee	No bed or admission fee charged
In-House Consultant / Professional Fees	Provided free of charge
Medications and Consumables	Corps Member's personal responsibility
External Consultant	Corps Member's personal responsibility
Investigations / Diagnostics	Corps Member's personal responsibility
Specialist Referrals	Corps Member's personal responsibility

No department may independently commit RHV to payment for any medical treatment, investigations, procedures, or medications for a Corps Member outside the provisions above, without prior written approval from HR and the appropriate authorised officer. Commitments made outside this framework are not binding on RHV.

12.3 Welfare and Working Environment

RHV provides Corps Members with a safe, professionally enabling, and respectful working environment throughout their service year, with access to the same workplace safety protections, incident reporting mechanisms, and welfare support resources available to permanent staff. Corps Members who experience harassment, bullying, or any threat to their dignity or wellbeing should report immediately to their supervisor, HR, or through the Whistleblowing channel (HR-POL-021).

13. Discipline, Misconduct and Early Exit

Corps Members are subject to RHV's applicable disciplinary standards and procedures throughout their service year.

Category	Examples	Possible Consequence
Minor	Isolated lateness, minor dress code breach, administrative omission	Verbal guidance; formal counselling; documented warning
Serious	Persistent lateness, insubordination, neglect of duties, repeated minor misconduct	Written warning; mandatory retraining; NYSC authority referral
Gross	Theft, patient confidentiality breach, falsification of records, violence, unsafe clinical conduct	Immediate stand-down; termination of PPA placement; mandatory NYSC referral; regulatory referral where applicable

Before any formal disciplinary action, the Corps Member is given a clear, documented explanation of the concern and a fair opportunity to respond in writing and/or at a meeting with HR. The Corps Member may be accompanied by another RHV staff member.

Where a Corps Member's conduct poses an immediate risk to patient safety, colleagues, or RHV operations, they may be stood down from duties immediately pending investigation. Stand-down is not a finding of guilt.

13.1 Early Termination of Placement

Where a placement must be discontinued before the completion of the service year — on conduct, competence, or operational grounds — HR coordinates the process with the relevant NYSC zonal inspection office in accordance with NYSC regulations. The Corps Member is informed in writing and, where appropriate, supported in transitioning to an alternative PPA through NYSC channels.

14. End-of-Service and Clearance

At the completion of the service year — or upon early exit for any reason — the Corps Member completes RHV's clearance process before their final day:

- Return of all RHV-issued property: ID badge, access cards, keys, uniforms, and any issued equipment
- Revocation of access to all RHV systems, email accounts, and clinical information systems on the last working day
- Completion of all outstanding departmental responsibilities and handover as directed by the supervisor
- Submission of all required records, files, and institutional documents
- Settlement of any outstanding financial obligations to RHV
- Completion of the RHV Exit Acknowledgement Form

The relevant Head of Department provides HR with a written service summary within five (5) working days of the Corps Member's last day. This forms part of the permanent record.

15. Roles and Responsibilities

Human Resources Department

HR owns the end-to-end management of Corps Member engagements and is responsible for:

- Leading the joint workforce needs review with Management and HODs to determine placement requirements
- Coordinating sourcing, selection, and pre-deployment documentation verification
- Issuing placement confirmations — no placement proceeds without HR's written authorisation
- Delivering and recording orientation and onboarding
- Maintaining each Corps Member's confidential placement file
- Monitoring policy compliance across all departments
- Administering the performance assessment cycle
- Maintaining the talent pipeline register
- Coordinating health insurance enrolment and liaising with NYSC/NHIA
- Managing disciplinary processes and early termination
- Liaising with the NYSC state secretariat and zonal inspection office
- Producing quarterly and annual Corps Member programme reports

Management

Senior Management (including the CEO and CHRO) are responsible for:

- Jointly determining deployment decisions with HR based on organisational priorities and workforce planning
- Approving the overall Corps Member intake for each cohort
- Supporting HR in implementing and upholding this Policy
- Approving post-service employment recommendations from HR

Heads of Department

HODs provide critical input into the programme and are responsible for:

- Communicating their unit's operational needs and suitability for Corps Member deployment to HR
- Ensuring that Corps Members once placed receive appropriate work assignments and supervision
- Monitoring attendance and performance within their department
- Providing timely feedback on conduct and performance to HR
- Ensuring Corps Members are not assigned duties beyond their competence or regulatory authority
- Completing or overseeing the performance assessment process at required intervals
- Recommending high-performing Corps Members for talent pipeline consideration
- Providing the end-of-service service summary to HR within five working days of the Corps Member's last day

Supervisors

Supervisors are responsible for day-to-day oversight:

- Providing clear daily direction, practical support, and guidance
- Monitoring work quality, professional conduct, and attendance
- Providing regular, specific, and constructive feedback
- Addressing performance concerns promptly and escalating serious matters to the HOD and HR
- Ensuring compliance with departmental protocols and RHV policies
- Completing the supervisor section of the quarterly performance assessment form

Corps Members

Corps Members are responsible for:

- Complying fully with all applicable NYSC regulations and RHV policies
- Performing assigned duties diligently and to the required standard
- Maintaining professional conduct, punctuality, and appropriate appearance at all times
- Reporting patient safety concerns and incidents immediately
- Protecting patient and institutional confidentiality
- Completing all required documentation, training, and clearance processes

Finance and Administration

Finance and Administration support the programme by processing approved financial and welfare arrangements in accordance with RHV's processes and financial controls. No financial commitment relating to a Corps Member may be made by Finance without written HR and Management approval.

16. Monitoring, Reporting and Review

HR monitors the implementation and effectiveness of this Policy and reports to the CHRO quarterly. Quarterly reporting covers:

- Total Corps Members deployed, by department and cohort
- Attendance, punctuality, and leave patterns
- Performance assessment completion rates and outcomes
- Disciplinary cases initiated and resolved
- NYSC/NHIA health insurance enrolment and utilisation
- Service completion and early exit rates
- Talent pipeline inclusions and post-service employment outcomes
- Any systemic issues or policy gaps identified

The CHRO presents an annual NYSC Programme Report to the CEO. This Policy is reviewed annually or whenever significant changes to NYSC regulations, applicable legislation, or RHV's operational requirements make an earlier review necessary.