

Lighthouse Nanny

Lighthouse Nanny Service Agreement for Nannies

Welcome to Lighthouse Nanny! We're so happy you're here. 🧡

This document outlines a little bit about what Lighthouse Nanny is all about.

Have a read through it, and if you have any questions, you can feel free to bring them up at your interview. If you haven't already booked your interview slot, please do so here. If there is no time in here that works for you, send an email to Genevieve (genevieve@lighthousenanny.com).

What is Lighthouse Nanny?

Lighthouse Nanny is an agency that connects international families and businesses in Berlin with private childcare. In general, we cater to families that have a strong preference for English-speaking care. If you're not a native English speaker however, don't let that put you off. We welcome exceptional candidates from all backgrounds.

Why join the Lighthouse pool?

When you work with Lighthouse Nanny agency, you'll have access to our job board full of high quality nanny roles in Berlin. We only work with contracts, so the expectations and commitment required for each role are made crystal clear before you start work. Every Lighthouse family agrees to basic terms, like minimum hourly rates (€20 for employees and €25 for freelancers), health and safety policy (no sending you to work with contagious kiddos), commuter policy (for every 60 minutes you commute, get paid for 30), and more.

Sometimes, we'll contact you directly for a job if something comes up for which you'd be an excellent fit.

If you see a role that looks *nearly* perfect, but there's something slightly off (the family wants three days per week, for instance, and you can only work two) then please reach out to us anyway. Many families are willing to adjust their terms for the right candidates. It's not always possible, but you'll never know if you don't ask!

The best part of working with Lighthouse is that you have someone on your side. We're here to help you during the interview process, contract negotiation, and throughout your placement. This is a nanny-founded agency, so we understand just how much value our nannies bring.

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Lighthouse's services are 100% free for nannies. We earn our money from commission fees based on your earnings, but paid out as separate payments from families to Lighthouse directly. Nothing ever comes out of your wages or invoices.

What kind of nannies work with Lighthouse?

Every family and nanny agency looks for nannies that share some basic qualities: being responsible and reliable are obviously a given for any nanny. Patient and kind are also an absolute must for working with children. But there are a few other qualities that set Lighthouse nannies apart from competitors.

- Positive and enthusiastic.** Working with kids can be exhausting, but a Lighthouse Nanny should bring the good vibes, no matter what. A smile and a positive attitude have a ripple effect on the people you work with—and that goes twice as far when you're working with kids.
- Creative and playful.** Like Mary Poppins, a Lighthouse Nanny can turn anything into a game. She's able to think fast and can turn even the most mundane tasks like going to the post office into an adventure.
- Discreet and respectful.** Working with families is an intimate business, and a good nanny knows how to walk the fine line between being familiar and being professional. She maintains a professional image both at work and in her free time, in person and online.
- Empathetic toward kids and parents.** It goes without saying that a nanny should be empathetic toward the children she cares for, but a Lighthouse nanny understands that a family is a whole unit, and empathizes with the parents as well.

General FAQs

Am I allowed to work with other agencies?

Of course. We don't have an exclusivity policy. You're allowed to work with other agencies or take on jobs via personal referrals. We just ask that you be transparent about your status. If you are not invested in taking the roles that we offer, please don't apply for them. Lighthouse doesn't earn any income until you pass your probation period with a family. If you regularly apply for jobs but then back out during interviews, this will jeopardize your spot in the Lighthouse pool.

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Does Lighthouse ever remove nannies from the pool?

Yes. Lighthouse expects a high standard of professionalism from each and every candidate in the pool. We reserve the right to remove a candidate from the pool at any time, and for any reason. Here are a few things that would cause you to be removed from the pool:

- Neglecting to finish your onboarding documentation
- Unprofessional conduct (e.g., disrespectful comments, consistent lateness, etc.)
- Working for cash, without invoices
- Excluding Lighthouse from negotiations with Lighthouse families
- Negative reviews from families

How do I apply for event nanny roles?

For the time being, it is not possible to apply for these roles. Genevieve hand selects the nannies for each event based on the needs of the specific situation. If you are interested in working at a Lighthouse event, feel free to let Genevieve know you'd like to be considered. Only registered freelancers can work at events.

Thank you for reading! We're so happy you're here.

*Got more questions? Feel free to reach out to Genevieve any time.
genevieve@lighthouse nanny.com*

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Lighthouse Nanny Service Agreement

- I certify that I have read the above document and agree to comply with the terms and conditions as they are laid out here.
- I give Lighthouse Nanny permission to send my information to families and businesses hiring for roles that are relevant to my profile.
- I certify that I have already or am planning to submit all the required documents and references, and that they are 100% genuine.
- I understand that Lighthouse Nanny is an agency. Lighthouse does not guarantee employment or freelance work. Whether or not I find a position via Lighthouse will depend on the available positions at the time I apply, and ultimately will be up to the individual families or businesses to determine if they want to extend an offer of employment/freelance work.
- I understand that my acceptance into the Lighthouse Nanny pool is subject to being revoked at any time should I violate any of the terms and conditions as presented above.

City, Date

Name [Typed]

Signature