



## **Recruitment & Selection Policy**

The service will operate an effective recruitment procedure to ensure no person is employed unless they -

- Have the qualifications, skills and experience to be able to do their job effectively (where this is not possible the new worker must agree to work towards gaining the skills and qualifications necessary and their lack of these skills or qualifications must not have a detrimental impact on the safe delivery of the service)
- Are physically and mentally fit (where individuals may have illnesses/medical conditions which could place themselves or others at risk, a plan of support maybe implemented and reasonable adjustments made to minimise these risks)
- Are honest, reliable, trustworthy and treat others with respect
  - Staff are to be aged 18+
  - Any gender
  - Any race, religion or sexual orientation

Through the recruitment and selection process we will endeavour to ensure no new worker is discriminated against (refer to equal opportunities policy).

## Equal Opportunities



No job applicant will be discriminated against either directly or indirectly on the grounds of race, colour, ethnic or national origin, religious belief, political opinion of affiliation, gender, marital status, sexual orientation, gender reassignment, age or disability

The service may advertise for new workers in a number of ways:

- Through the job centre
- Local newspaper
- Individuals enquiring themselves about vacancies
- In Social Media

Job descriptions will be issued to any perspective candidate which clearly outlines roles, responsibilities and job task specifications

Our recruitment will not confine itself to particular groups of applicants. Applicants will be considered solely on their ability to do the job.



## The Interviewing Process



- applicants must complete the approved Manor Care Homes Ltd application form
- Not all applicants will be shortlisted for an interview, but may be kept on file for future consideration, applicants should consider themselves unsuccessful if they do not hear from us within four weeks of receipt of the application
- Applicants invited for an interview will be contacted via telephone to arrange a mutually agreeable time for the interview to occur
- Before the interview, the applicant will ask to complete the scenario questionnaires
- The interview and short listing process will be carried out by more than one senior staff member
- The applicant will be asked to provide further details of the information they disclosed on their application form including (but not exhaustive)
  - ✓ Employment gap explanations
  - ✓ Reasons for leaving previous employment
  - ✓ Cautions, rehabilitation and criminal convictions explained and disclosed
  - ✓ If they will continue other employment
  - ✓ Can demonstrate they are legally entitled to work in the UK
  - ✓ Are physically and mentally fit and provide evidence to that effect



- The applicant will be asked a series of questions with direct relation to the job and will not be of a discriminatory nature
- Where possible service users will be encouraged to be part of this process
- We will take detailed notes throughout the entire interview process
- Once the interview is complete we may wish to re-interview the applicant to collect further evidence of their suitability to the role
- Interview rating and scoring will be used to help in the selection process
- If the applicant is successful on the interview they will be notified by telephone to come in for a meet and greet, this gives potential new staff the opportunity to meet service users and other staff and for management to observe how they interact. If they are successful they will be notified that the job is offered to them by telephone and by letter (subject to satisfactory reference checks and DBS disclosures)
- New workers are subject to a six month probationary period and must complete the services induction process. During the probationary period work performance and general suitability will be monitored and if not up to required standards or considered generally unsuitable remedial action such as extension of probationary period maybe applied or termination of employment **(refer to employee handbook: joining the organisation part c)**

### Information Required

At a minimum we will require,

- Proof of identity including a recent photograph (at least two)
- Satisfactory evidence of conduct and reasons for leaving previous employment



- Copies of relevant training and qualification certificates
- A full employment history and satisfactory explanation of any gaps
- Information about physical or mental health conditions which may affect the worker from being able to manage the work for the purpose of the regulated activity
  
- We will obtain at a minimum two references. One must be from the most recent employer and the other from relevant professionals or past employers, character reference can be used to supplement the professional references obtained. We will follow up written references with telephone/email to ensure that we have been given all of the information we need and are satisfied the referee is the person they say they are
- DBS/ISA adult first checks

Failure to honestly disclose any required information or present false information through any part of the process will lead to the termination or retraction of a job offer

### **Working With Volunteers**

The service does not take on volunteers due to the complex needs and support requirements of the service users

### **Agency/ Temp Staff**



- Consideration of the employment of agency/temp staff will only be as a last resort when the service is unable to provide sufficient numbers of staff to meet the needs of the service users.
- They will be subject to the same level of checks as permanent staff. We will require confirmation in writing from the agency they originate from that all checks have been completed to a satisfactory level
- We will monitor the standard of care delivered closely and take remedial action if we feel the standard is not what is acceptable to look after the users of our service

### **DBS & ISA Adult First Checks**

All staff that commences work with the service must have a full DBS to enhanced level (previous DBS disclosures from other employments cannot be accepted)

Any other individuals providing a service i.e. music therapist, aroma therapist etc will also be subject to checks and will need to provide a recent copy of their current DBS

New workers will be responsible for the cost of the DBS check and ISA adult first check (if applicable). The service will advise the new worker where to obtain the check (**refer to employee handbook: joining our organisation, A) criminal record certificates**)



New workers may begin work before the DBS has been returned only if an ISA Adult First Check has been received confirming that they are not on the barred list.

If a new worker commences work with only an ISA Adult First Check the following safeguards must be implemented:

- 1- An appropriate, qualified and experienced member of staff is appointed to supervise them at all times
- 2- Where possible the senior/deputy/manager will be on duty at the same time OR be available for consultation
- 3- The new worker must not escort service users alone outside of the premises
- 4- Until a full DBS is received the provider will:
  - a) Inform the service user or their representative that the new worker is yet to receive a completed DBS
  - b) Contact the service user/ their representative on a weekly basis to monitor their happiness with the new worker
  - c) Inform the service user/ their representative when the full DBS has returned

The new workers employment may be terminated once the full DBS has been returned if unsatisfactory **OR** if they failed to disclose any convictions no matter how minor.

If when the full DBS has been returned and **MINOR** convictions do exist this does not necessarily mean the new workers employment will be terminated as long as they have disclosed the conviction **BEFORE** the DBS is returned and explained the dates and circumstances around the convictions





The acceptance of the offences and continuation of employment will be up to the discretion of the provider who will risk assess the possibility and severity of the impact/threat this may pose the users of the service

Continuation of employment will mean further safeguards imposed on the worker. **They will have to**

- Complete an annual rolling DBS
- Disclose immediately any new convictions- failure to do this will result in dismissal
- Discuss with the provider the nature of their convictions and prove through their work that they are honest, trustworthy and good at their job

All employees even those without previous convictions must disclose new ones straight away including driving offences (**refer to vehicle policy**). Depending on the nature and individual circumstance safeguards may be made around the employee to allow continuation of their work

