

Recruitment Guidelines for Employers

The following guidelines aim to ensure;

1. Full compliance with CSCI regulations and Employment Law
2. Continuity of applied procedures
3. All applicants will be given an equal and fair assessment
4. All applicants will be processed in such a manner that ensures [equal opportunities](#) in accordance with current legislation

When a vacancy has been established the post must be advertised in a public place. Every effort should be afforded to ensure that applicants are given the right to apply. Public places can include;

- Local Employment Centre/Job Centre
- Local/Regional Newspaper
- Poster erected in a public place

[Local Employment Centre](#)

You may only advertise a vacancy that has a guaranteed contract;

The position may be temporary or permanent it can not be for bank work. For this purpose Bank work is described as;

“A position which involves being available to cover shifts in such cases when other permanent members of staff are not available to work”

The following information should be forwarded to the employment centre;

- Hours per week and shift pattern
- Essential qualities of the applicant/desirable qualities
- Rate of hourly pay
- Brief description of duties
- Application pack
- Contact Name and Company Details

For further details contact <http://www.jobcentreplus.gov.uk>

Application Packs

The application pack can be used by the job centre to give additional information to the applicant. An application pack includes the following;

1. Application Form
2. Health Check Questionnaire
3. Application Form Completion Guidance Letter
4. Job Description
5. Interview Guidance Letter

These items are easily obtainable from any good stationary store.

The employment centre should be instructed to contact the nominated person by telephone immediately when an applicant shows interest and has satisfied the essential criteria.

Details from the interested applicant can be documented accordingly in a Recruitment Book including;

- Name
- Address
- Telephone Numbers
- Position they are applying for
- Where did they see the advert displayed

Recording information in a Recruitment book allows the prospective employer to monitor the effectiveness of the recruitment strategy and types of advertising used. The book can be audited and results used accordingly to determine the most effective ways of recruiting.

Newspaper

Advertising in Newspapers can be expensive. It is important to ensure maximum efficiency to avoid disappointments. The layout and size of text must be taken into account when planning wordage. There are different types of adverts. Display, semi-display and lineage. You do not supply camera ready copy. Most newspapers will prepare copy for you and usually require the use of a fax machine to send and receive proofs.

The advert must display;

- Hourly rate of pay
- Full or part time hours
- Position of vacancy; i.e. Support Worker
- Essential qualifications
- Brief description of duties
- The contact details including the telephone number
- All adverts must display "[that we are an equal opportunities employer](#)"

You can not advertise specifically for female or male carers under normal circumstances. If in doubt guidance can be obtained from [ACAS](#) or the [Equal Opportunities Commission](#).

Copy should be faxed to the paper as instructed. The Newspaper will fax back the proof. You should read through the proof carefully, make amendments if necessary, and fax back to the paper. A copy of the advert should be retained. All enquiries can be documented in the Recruitment Book as above.

Poster

Posters can be erected in newsagents, post offices, local shops with the manager's permission. Always ensure that the posters are removed as soon as the vacancy is filled.

Never include the service user's personal details in the advert. Posters can be colourful and used in local areas to attract the attention of local people. The information contained in the poster should be laid out in an eye catching and relevant manner. Always ensure that the contact number is clearly and boldly illustrated.

Processing Applicants

All applicants are required to complete the relevant documents in the application pack. Following the initial phone call it is your responsibility to ensure that the applicant has all the necessary documents and information they need to supply. Checks made with the [Criminal Records Bureau](#) are strongly recommended. The employment service will insist that you check your employees where vulnerable adults or children are concerned. You may have to use the services of an 'umbrella company'. Cost can vary significantly. An average cost for an enhanced check can be £58.00. Further information can be obtained from <http://www.crb.gov.uk>.

CRB Checks may require the following;

- Birth Certificate
- Marriage certificate
- Decree Absolute, if divorced.
- Passport
- Valid visa or work permit

Applicants also need to supply you with;

- 2 passport sized photographs.
- All certificates relevant to prove training, verbal proof should not be acceptable.
- All completed application documents
- 2 referees, one must be the last employer/relevant to the care profession
- An official document that displays their National Insurance Number
- Drivers Licence, (where applicable)

You will need to arrange a suitable interviewing establishment. If the local job centre is not available look for Hotels, Public Houses that have conference rooms for hire. You will also need to check that a photocopier service is available.

You will also need to ensure that you have the following;

- Completed/returned application forms
- Desk and chairs
- Facilities for people who may need to wait; tea/coffee, suitable waiting area
- Interview assessment forms for each applicant to ensure each interview is conducted in the same equal manner.
- A sample assessment form can be viewed from the website <http://www.cpims.com/af.pdf>

You should also take into consideration when booking a venue the accessibility and position of the venue. Ask if they have a car park available, local landmarks, and an information leaflet which details directions. This can be sent to the applicants together with a letter which states the following;

1. Confirmation of interview/time and date
2. Details of venue
3. Documents to bring with them
4. Information about the Employer
5. Interview /guidance Letter
6. The interviewer's name

The interview assessment form can be completed for each applicant. The form ensures that each applicant is assessed using identical criteria. This process ensures that each applicant is interviewed without discrimination in a fair and uniformed approach in accordance with equal opportunities and anti-discrimination legislation. Further information about equal opportunities can be obtained from <http://www.eoc.org.uk>

The interviewer should ensure that the applicants are approached in a warm and friendly manner. You should also take into account that some applicants will be nervous and may require some assistance to explore their experiences and skills further. Allow each applicant a minimum of half an hour.

If you are interviewing with the service user or a relative ensure they understand the interview process being used and arrange time for them to communicate with the service user following your assessment. This process should also be explained to each applicant. It should also be explained if a second interview is to be arranged.

Short Listing

When an applicant has been short listed it is imperative that this is communicated to them in writing. Any other details should be confirmed at this time.

Successful Applicants

It is advisable that you should aim to interview applicants that should be of the highest possible quality. All applicants should hold an NVQ level 2 in a care qualification or be working towards it. You can obtain further information about care standards and care staff from [Domiciliary Care: National Minimum Standards ~\(Department of Health 2003\)](#)

Applicants should have completed training and hold certificates in the following;

Manual Handling Training & Risk Assessments

Infection Control

Health & Safety

First Aid & CPR

Communication

Documentation and Record Keeping

Confidentiality

Food Hygiene

More information about induction training for care staff that covers the above components is available from this link [Induction Training for Carers](#)

As it is apparent that some employers do not issue certificates it should be documented accordingly on the Interview Assessment Form.

All successful applicants should be informed that their application has been accepted. They should be kept informed about the progress and details supplied as to their start date in writing. A job description/contract of employment should be forwarded within 3 months of commencement together with any necessary documentation. A good stationary store or solicitor can help you with these documents if you are not using a CPI Case Manager.

[Employee Handbooks](#) form part of the contract of employment and contain many of the core principles of an [Employer's Policies & Procedures](#). All applicants who do not hold evidence of the statutory training components should be required to complete them again.

Induction Training

All care worker employees under the [Domiciliary Care Standards](#) and the [TOPSS Regulations](#) must receive induction training. The training should be applied prior to the applicant starting work or within the first 6 weeks. Most of the components mentioned above are statutory requirements and require updating on an annual basis or monitored through supervision, appraisals and written records should be appraised. It is relevant to note that the regulations of the Care Standards Act **may not** be applicable to the employer however; compliance with the Care Standards is highly recommended and is considered good practice. Although the employer may not need to comply with the CSCI regulations every employer, even an individual employing care staff to work in their home, is bound by [Health & Safety Legislation](#).

Please note that all applicants and members of staff must hold a current manual handling certificate (completed within 12 months and updated annually) or have written evidence of regular supervision and appraisals that verify competence. Any member of staff not in compliance should not be permitted to work in an area that requires any manual handling activities.

Processing Applicants

Always aim to complete the application process in the shortest possible time. All applicants should provide completed documentation as described

previously. References should be obtained as soon as possible with the applicant's permission. If the references are required quickly you could;

1. telephone the referee in the first instance and
2. explain that the reference is required urgent
3. ask permission to fax the form to them, if no fax then
4. send a first class stamped addressed envelope for their reply
5. aim to receive their response within 5 working days
6. follow up any delay by the fifth day with a telephone call
7. ask the applicant for another contact name if appropriate

References should be comprehensive, fully completed and appear satisfactory. You will need to ask for information about past sickness and parental leave for payroll purposes. Where a referee has made an omission or a less than satisfactory response the recipient should follow this up with a telephone call. Ask the referee for comments and document their reply. Where there is some doubt as to the applicant's suitability then in all instances, a letter of rejection should be sent. An applicant has the right to ask why they were rejected. This should be considered before the rejection letter is sent to the applicant and a note should be kept on the applicants file for future reference. The rejected file must be kept for a period of not less than 6 months and should be made available for inspection if required.

Criminal Convictions

All forms should be inspected for the disclosure of a criminal conviction. Other than for minor driving convictions such as parking tickets all disclosures should be investigated thoroughly. You should consider carefully the circumstances behind the conviction. All applicants will be placed in a position of trust, and in some circumstances, with a vulnerable individual. The final decision should be made following careful consideration. Please consult [acas](#) or the [Equal Opportunities Commission](#) for advice on discrimination issues.

CRB Checks

All applicants are required to have a satisfactory check with the [Criminal Records Bureau](#). Any member of staff discovered to have deliberately withheld information regarding a conviction should be dismissed instantly or their application rejected outright. Checks made with the Criminal Records Bureau are strongly recommended. An average cost for a CRB check with an umbrella company could be £58.00 for each application. Further information can be obtained from <http://www.crb.gov.uk>

Health Status

All applicants are required to complete a health status questionnaire. Your employee should be fit to do the job they are employed to do. A copy should be retained on the applicants file and the original forwarded to the applicants GP together with a letter which should request an invoice for the service where applicable. An employer has a duty to ensure that the employee is fit to do the job they are employed to do.

Policies & Procedures

The Employer should have a [Policies and Procedure File](#) which must be retained on the service user's premises and is considered good practice. An Employer with more than 5 employees is required by law to have a Health & Safety Policy in effect. Further information about Health & Safety can be obtained from [the Health & Safety Executive](#).

All members of staff must complete and sign the relevant documentation to confirm;

- They have completed the induction training programme
- They have read and agree to abide by the Employer's policies and procedures
- They have read and agree to abide by the conditions of employment as laid down in their Employee Handbooks.
- Evidence of such is retained in their personnel files.
- Should an accident occur the file may be requested for inspection.

Further relevant information and assistance about health & safety issues can be found on <http://www.cpims.com/hs.htm>

Supervision

Where there is a team appointed to care for the service user individual supervision should be conducted by a suitably qualified appointed member of the team. Supervision ensures that a staff member is competent at completing work based tasks and is complying with the employer's working guidelines. Supervision allows the staff member to express concerns about issues in the work place and is a vital component of a safe system of work. All documentation must be kept in the personnel files respectively.

Appraisals

Appraisals should be ideally conducted on all members of staff on a three monthly interval. A suitably appointed member of the team or the employer may conduct the appraisals. Appraisals review an employee's goals, strengths and weaknesses. Further training and support can be identified. Appraisals should be considered as a positive experience which encourages the employee to express their opinions.

Where there is no team leader or only one member of staff caring for the service user the responsibility of supervision and appraisal could be undertaken by a suitably qualified relative.

Qualified Staff

A qualified member of staff; RGN, EN, RMN, SEN, RNMH, etc, should be supervised and appraised by another qualified nurse. Only a qualified nurse should interview and process the application of a qualified nurse. Each applicant must provide an;

Up-to-date portfolio

Evidence of PREP

Valid PIN check with the NMC

Help in recruiting qualified nurses for a position can be obtained from the case management team at <http://www.cpims.com>.

Summary Notes

Place Advertisement

Plan the Interview. Time/Place/Date

Process Enquiries Efficiently

Supply Information

Interview

Apply for References/CRB checks/Medical Checks

Process Applications

Keep Applicants Informed at all times

Arrange Inductions/second interviews

Send out contracts/ID badges

Identify availability and plan rotas

Send out rotas

Inform the client/relatives of progress

Commence applicant

Supervision recorded monthly

Appraisals 3 monthly

***Good luck and successful recruiting. If you need any advice why not
place your question on our [forum board](#).***