

RECRUITMENT POLICY & PROCEDURE

Initial Contact:

The applicant makes initial contact either by telephone or through a personal visit to the office. It is imperative that all applicants are briefly questioned regarding their experience and qualification in order to evaluate their requirements and suitability for employment, alongside any special needs requirements of the applicant.

Care Support workers (CSW) (those with previous experience of working in the health sector but with no professional qualifications) will then be given/posted the following:

- a) Cover letter for Care Support Worker stating full requirements for employment
- b) Application form
- c) Immunisation form
- d) New starter form
- e) Equal opportunities questionnaire
- f) Declaration of Health
- g) Data Protection Notice
- h) Terms & conditions of employment

The member of staff who posts/hands over the application pack must fill in the section at the top of the Application Form stating the position applied for. This must be entered as Care Support Worker.

Those with no experience of health care work but expressing an interest in becoming a Care Support Worker will have to undertake a course of training – Care Certificate Courses, after the successful completion of which they will be given the same application documents as per Care Support Worker above.

All applicants expressing an interest by telephone may require directions on how to get to the office. Such information can be found in the Office Handbook.

Arranging a First Interview:

As stated in the application letter for Care Support Worker, the applicant is to contact us once they have all of the documents listed on the relevant cover letter and have completed the application form and accompanying forms in full. An interview time will be arranged at this stage and recorded in the Office diary. The Registered Manager to be notified.

Any queries relating to the application can be resolved over the phone without the need for the applicant to come to the office. Again, all advice on the application procedure can be found in the Office handbook.

The First Interview:

The interview will be conducted by the Registered Manager or the Nominated Individual securely and in private. The interviewer must be suitably equipped and have with him/her an

Application List (the Application List comprises a complete checklist of all the documents and requirements for employment and provides an accurate record of the proceedings of the First Interview. The interview has no set duration but would be expected to last at least an hour. The Interviewer must systematically check-off all of the items on the list required for the position applied for, and finally photocopy ALL of the related documents for the file. All of the forms given out at the initial contact will also be kept for the file.

The applicant will then be expected to sit for the Interview Questions. The Interview Questions must be conducted without the use of any supplementary aids, apart from a pen. All papers etc. brought by the applicant must be removed from the interview room and the applicant must be monitored throughout to ensure that the questions are answered without outside assistance. The applicant should take no longer than one hour to complete the questions. At this time the answers together with the questions must be handed in to the Interviewer. The monitor may be approached if the applicant does not understand a question and the Monitor must assist the applicant in their understanding of the question. However no details of the answers or implications as to the correct answers are to be conferred. In addition to the interview questions a separate numeracy and literacy test must be sat under the same conditions.

Following the interview the interviewer must post-out the two reference forms to the addresses provided on the application form. The day the references were sent must be recorded on the application form together with the name of the member of staff who sent them.

Secondly a file must be made for the applicant and colour-coded as follows: Yellow – Care Support Worker (Office staff are kept in Red folders). The applicants Surname and Name must be written clearly across the top of the file in the following format: FIRST NAME & SURNAME. The file is then to be placed in the ‘Files in Process’ drawer of the filing cabinet in the main office.

Arranging the Second Interview:

The Interview Questions must be marked by a qualified member of staff prior to the interview. If the applicant scores sufficiently highly (>85%) and there is no reasonable doubt concerning the applicants documents and competence to hold down the position, upon the receipt of two satisfactory references the applicant will be contacted to arrange the second interview.

If the interview questions are not answered to the satisfaction of the above criteria the file cannot be progressed without further training/re-training. The interviewer will advise the applicant of the steps to take.

All staff must undergo an “Enhanced Disclosure” check via the DBS (Disclosure & Barring Service). The results of these checks are maintained on the file of the employee concerned. Details of any convictions/cautions/warnings must be risk assessed diligently prior to that employee being placed on any assignment with any service user. In that case, the applicant will be questioned as to event that led to the conviction/cautions in his/her DBS and the explanation should be considered to see the truthfulness thereof. Most importantly, to consider the type of offence with the job applied for, to see whether it could have negative impact on the vulnerable service users. Each case to be assessed individually on its own merit and also the year of conviction and the sentencing. Assessment to be noted briefly on the

applicant's folder and main report in a secured separate folder that can only be assessed by senior members of staff.

The Final Interview:

This meeting is basically for induction and explanation of the code of conduct and the terms of engagement.

Statutory Training:

All applicants must attend a two-day training course, paid for or organized by Fortress Care Services that covers all aspects of statutory/mandatory training required of all Care Support workers.

The training covers:

- Moving & Handling
- Fire Procedures and Safety
- Lone Worker Training
- Handling of Violence and Aggression
- Risk Assessment & Risk Incident Reporting
- Safeguarding of Vulnerable Adult(SOVA)
- Health & Safety Regulations
- Infection Control(including COSHH & RIDDOR)
- Food Safety & Hygiene
- Basic First Aid

Following completion of the statutory training the appraisal of the applicant's performance together with a certificate for the training are copied and placed in both the staff appraisal file and the individual file of each employee.

Processing the applicant:

UNIFORM - The applicant as part of the Final Interview process will be advised as to the appropriate **dress code**, according to each individual placement for which he/her is qualified to take up. The applicant will then be provided with the relevant item of labeled clothing, the details of which will then be recorded in the Uniform Log.

IDENTITY CARD/ IMMUNISATION RECORD – The successful applicant will be allotted the next available Employee Number from the file kept in the main office where it will also be recorded. The number will be written in the allotted space on the identity card together with the employee's name in the following format: NAME SURNAME followed by the position - CSW. The new employee must then sign the bottom of the Identity Card in the presence of a trained member of staff, who will then sign the back of card themselves. One of the two passport photographs will then be attached to the form. Once correctly aligned the I.D. will be laminated.

STAFF INFORMATION PACK – The applicant will be provided with his/her personal copy of the up-dated information pack and the interviewer will take time to go through all of the content with the new employee and answer any of the questions posed.

PAYE – The new employee's PAYE details (P38, P45 or P46) will be attached together with their New Starter Form and forwarded to the Accounts Department. The details must be double checked by the new employee and subsequently signed by both the employee and the interviewer.

ACCEPTABLE FORMS OF DOCUMENTATION

APPLICATION FORM – The Application form must be completed in full, as outlined below:

The interviewer must verify all personal details of the applicant. Details of the emergency contact must also be confirmed. Full details of the applicant's previous two positions of employment must be completed and a full reference with postcode must be submitted for each of the previous two employers.

For an applicant to be considered for employment for any NHS client, both references must be from either an employing healthcare body or an employing/engaging agency.

Consent of the applicant must be granted before references can be sent. If consent is not granted for either or both of the referees to be contacted the applicant must be made aware that that two written references is a minimum requirement to be able to secure a position with us. Alternative referees may be designated at this stage provided that they too are recent employers of the applicant in the health sector.

All references must be provided by the applicant's line manager (i.e. more senior personnel) at their two previous employers/agencies.

Full educational details must be provided in the table on the application form and the details of any courses relating to the provision of healthcare supplied in the table beneath it. Registered Nurses must complete the table on professional qualifications and registration together with membership details of any professional body. If the applicant speaks any language other than English, they may provide details of this at the foot of the third page. Any relevant information not covered in the other sections may be entered in the space provided on the back page. The criminal statement must be completed and signed by the applicant. The general declaration at the bottom of the page must also be completed together with the date.

If for any reason the application form is not completed in full or the information provided is not correct, then the applicant must be informed that his/her application cannot be processed further unless these criteria are met.

NEW STARTER FORM – All information entered on the New Starter Form must be completed by the applicant. The applicant must confirm that all the details on the form are correct and that the method of payment has been specified. The document must be signed by the applicant and then countersigned by the interviewer.

EQUAL OPPORTUNITIES QUESTIONNAIRE – The applicant is requested to provide details of gender & ethnic origin so that we might be able to better monitor its recruitment policy and fulfill its obligations as an equal opportunities employer.

DECLARATION OF HEALTH – The applicant must complete all of his/her details on the top of the form and provide details, if any, of each of the conditions provided on the form. There can be no omissions. The applicant must verify that everything in the declaration is true and sign and date at the bottom of the document. The applicant's G.P.'s details must also be registered on the document.

DATA PROTECTION NOTICES – The applicant must sign the data protection notice if he/she wishes to work with NHS clients in any capacity. If the applicant does not wish to sign the document then he/she cannot be considered for employment with any of Benchmark's NHS clients. The applicant may be considered for other clients.

QUALIFICATION CERTIFICATES – All additional certificates or qualifications that the applicant claims to have attained must be presented at the first interview. Only original copies are acceptable. The trained member of staff must check the authenticity of the original documents and make copies of ALL such certificates to be kept on that applicant's file.

PERMISSION TO WORK IN THE UK – All British citizens and or EC nationals are allowed to work in the UK subject to Working Time Regulations (WTR). In accordance with The Working Time Regulations 1998 (SI 1998 No.1833) this means that the employee cannot be submitted for in excess of 48hrs average working time for each seven days. However, if the employee requests in writing to work in excess of that limit, he/she may be allowed to do so provided that the management feels that this would not be detrimental to the quality of work provided or against the best interests of the individual concerned. Those granted permanent status in the UK is also permitted to work subject to the same guidelines as above. Any applicant, who fits into none of the three mentioned categories, must present original copies of the necessary home office permission subject to the position for which that person is applying. Evidence must be attained by the interviewer as to the applicant's home office status and permission to take employment, including the applicant's work permit/residence permit number. For the avoidance of any doubt, a full break down of the acceptable documentation as stipulated by the Nationalities and Immigration Directorate (N&ID) can be found in the Office Handbook. If any doubt remains as to an applicant's eligibility to work, guidance can be sought firstly from the Registered Manager and secondly from direct contact with the UK Border Agency. All documents must be photocopied and placed in the applicant's file.

PERSONAL IDENTIFICATION – Personal identification must be presented by way of either a birth certificate or Passport. Original copies must be presented by the applicant and photocopied for the file. Documents that are not original are unacceptable. The documents are to be verified by the trained member of staff. If there is any doubt about the form of ID or Visa presented; appropriate checks must be carried out accordingly.

RECENT PHOTOGRAPHS – Two identical passport sized photographs must be provided by the applicant. The photograph must be recent and without obstruction to the applicant's face. Above all, the photograph must be readily identifiable as that of the applicant. One of the photographs will be cut to fit the identity card if the applicant satisfies the criteria for recruitment.

REFERENCE DETAILS – References must in all cases be made by the applicant's line manager (i.e. more senior personnel) from their two most recent engagements. Both references must be from an employing healthcare body or an employing/engaging agency. The referee's full name and position held must be recorded together with their full address, including postcode.

The two references, once received, must be of an acceptable standard for the employee to be considered for a placement. If any doubt is stated or implied by the referee why the applicant might not be able to carry out their desired position successfully, the referee must be contacted by telephone to research the applicant's employment history in more depth. Two satisfactory references is the minimum requirement for an applicant to be considered for employment. The interviewer must exercise his judgement wisely to ascertain the acceptability of the reference and may consult with the senior management if in any doubt.

ENHANCED DBS CERTIFICATE - The outcome of the check/disclosure (the results) must be kept in the applicant's file so that the details of any warnings, cautions or convictions can be provided to a healthcare establishment prior to the employee being placed on an assignment with that establishment.

CURRICULUM VITAE – All Staff must present a C.V. or Resume of their work experience, up to and including their last engagement prior to their application to work for Fortress Care Services. Details of each position held must be outlined together with a summary of duties carried out in that position. Any time spent out of employment (or education) must be stated on the C.V. and/or discussed at some length during the second interview.

PLACEMENT OF STAFF –

Only 'Active' members of staff are eligible for employment for any particular placement. Active employees must be suitably qualified/trained and hold the necessary experience to carry out the placement for which they are requested as per the 'person specifications' provided for each job.

The availability of staff to work must be updated on a regular and on-going basis and in all cases at the minimum interval of twice weekly (Monday A.M. for the week in hand & Friday P.M. for the week ending and the overlap to the beginning of the subsequent week).

An employee may only be considered for a placement if they satisfy these criteria, have not expressed a preference not to go for that particular placement and have no disciplinary record that would prevent them from taking up the placement.

All such records are kept in the employee's individual file and separately in the incidents report file.

Similarly, an employee working a Night Duty must not be submitted for a day shift the following day. Every attempt must be made to monitor employees wishing to work night duties regularly to ensure that they remain 'fit to work' in keeping with Working Time Regulations (WTR).

Once a request is made for a placement(s) all of the above criteria must be considered before suitable employees are contacted to undertake that duty.

SUITABILITY FOR PLACEMENT –

Records are compiled by the Bookings Manager in collaboration with the Office Manager to pool employees according to the person specifications that they meet the requirements for. Apart from the limitations of person specification every effort is made to ensure that the provision of shifts/placements to employees is carried out in a non-discriminatory manner in accordance with the Sex Discrimination Act 1975, the Race Relations Act 1976 (Amended in 2000), full copies of which are printed in the Office Handbook. The bookings manager makes every effort to liaise with the client with regard to the specific requirements of the client so that his/her placement needs can be best satisfied. Every effort is made to ensure the regular placement of individual employees to the same client so that a consistent and effective service can be maintained at all times and to reduce the time spent on the orientation of new staff. Above all, it is important that every staff allocated to a new client is monitored and supervised for the first few days depending on the duration of the contract. Spot checks and feedback control are applied. Daily reports and Medication charts are checked to ensure compliance to care plan and guidance.