

POL49 Recruitment Policy and Procedure

Serendipity Health Care Ltd

Unit 4 Millennium Way, Chesterfield, S41 8ND



1. Purpose

1.1 To support Serendipity Healthcare Ltd in providing a fair, consistent and effective approach to the recruitment of all employees, in accordance with employment law and best practice.

1.2 To provide a framework for recruitment, induction and onboarding and training within Serendipity Healthcare Ltd. This policy should dovetail with those other named policies and procedures.

1.3 To support Serendipity Healthcare Ltd in meeting the following Key Lines of Enquiry:

Key Question

Key Lines of Enquiry

EFFECTIVE	E2: How does the service make sure that staff have the skills, knowledge and experience to deliver effective care and support?
SAFE	S1: How do systems, processes and practices keep people safe and safeguarded from abuse?
WELL-LED	W2: Does the governance framework ensure that responsibilities are clear and that quality performance, risks and regulatory requirements are understood and managed?

1.4 To meet the legal requirements of the regulated activities that Serendipity Healthcare Ltd is registered to provide:

- ⦿ Immigration and Asylum Act 2016
- ⦿ The Rehabilitation of Offenders Act 1974
- ⦿ Employment Rights Act 1996
- ⦿ Equality Act 2010
- ⦿ The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
- ⦿ General Data Protection Regulation 2016
- ⦿ The Health and Social Care Act 2008 (Regulated Activities) (Amendment) Regulations 2012

2. Scope

2.1 The following roles may be affected by this policy:

- ⦿ All staff

2.2 The following Service Users may be affected by this policy:

- ⦿ Service Users

2.3 The following stakeholders may be affected by this policy:

- ⦿ Family
- ⦿ Advocates
- ⦿ Representatives
- ⦿ Commissioners
- ⦿ External health professionals
- ⦿ Local Authority
- ⦿ NHS

3. Objectives

3.1 To recruit and retain skilled people by use of safe processes that enable Serendipity Healthcare Ltd to achieve and deliver its aims and values.

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4. Policy

4.1 It is the responsibility of the Registered Manager to:

- ⦿ Comply with this policy and all related Serendipity Healthcare Ltd recruitment procedures
- ⦿ Ensure that all necessary pre-employment checks are carried out including, where applicable, temporary, secondment and agency staff
- ⦿ Maintain and update knowledge in relation to recruitment and procedures
- ⦿ Ensure that recruitment is applied fairly to all
- ⦿ Seek advice if information comes to light at any stage of the process which may impact on the employment offer
- ⦿ Ensure that any member of staff responsible for the recruitment of others has the appropriate skills, experience and knowledge to undertake this role competently

4.2 The interview stage of the recruitment process at Serendipity Healthcare Ltd will assess the applicant against agreed standards and the interview will be documented. Specific attention will be given to avoiding discrimination of any kind. The recruitment framework will be achieved through values-based recruitment, as per the philosophy of care at Serendipity Healthcare Ltd.

4.3 Recruitment will be carried out by use of the suite of records for Serendipity Healthcare Ltd. These templates are available for the Registered Manager to access for all elements of the recruitment process to ensure consistency and quality.

4.4 Serendipity Healthcare Ltd will have due regard and compliance with data protection legislation in relation to the archiving and retention of candidate application forms and associated documentation.

4.5 Serendipity Healthcare Ltd staff responsible for any aspect of recruitment will have an awareness and current knowledge of the impact of the EU settlement scheme on immigration and the workforce. Resources are available within the Further Reading section of this policy.

5. Procedure

5.1 Identifying a Vacant Post

When a vacancy arises, the Registered Manager will consider the most appropriate way to cover the work. The Registered Manager will review the staffing levels, skill mix and working patterns in their team to identify any potential redeployments.

The job description and person specification will be updated to reflect any additions or alterations of the role. Please refer to the suite of job descriptions and person specifications at Serendipity Healthcare Ltd, which outline the key duties and responsibilities for safeguarding.

A document is available within the Forms section to support rationalising the business case for filling a vacancy.

5.2 Advertisement

Alongside the job description and person specification, the advert for the role will be produced.

This will include:

- ⦿ The job title, salary, hours and location
- ⦿ The contract type
- ⦿ Contact details for further information and guidance on how to apply
- ⦿ That the role will be subject to DBS checks
- ⦿ The role, skills and qualifications necessary
- ⦿ The necessary standard of spoken English required for the role

5.3 The advert will be placed in the preferred sources as agreed by Serendipity Healthcare Ltd and a copy of the vacancy accessible to staff, e.g. staff notice boards, intranet. Shortlisting

Candidates need to complete an Application Form. CVs will not be accepted.

Shortlisting of received application forms will involve a process of reviewing the application against the person specification, which will be carried out by two people. The job specification will be used to ensure

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that a consistent approach is taken.

Whilst shortlisting, staff will check that the Application Form is fully complete and highlight any inconsistencies (such as gaps in employment) that can be addressed during the interview stage.

All candidates who meet the criteria and who have indicated that they have a disability will be automatically shortlisted and reasonable adjustments to the recruitment stages will be implemented to ensure that candidates receive a fair process.

5.4 Invitation to Interview

Sufficient notice will be given to the candidate invited to interview.

When arranging the interview, candidates will be offered an interview in person or via telephone/video call.

The invitation will be sent via email and candidates will be expected to confirm their attendance.

For unsuccessful candidates, information will be retained and destroyed in line with the Archiving, Disposal and Storing of Records Policy and Procedure.

5.5 The Interview Process

Before the interview day, staff will set time aside for a review of the shortlisted application forms or telephone screens.

Staff will:

- ④ Check that educational qualifications are appropriate and adequate
- ④ Check work history; note and investigate all periods of no work and reasons for leaving the position
- ④ Note any declared requirements for adjustments for disability
- ④ Check the suitability of the supplied references
- ④ Check the applicant's Disclosure status

If any areas for further discussion are identified as above, these will be added to the interview questions.

The interview shall be carried out by a member of HR. The interview checklist document shall be completed and saved within the candidate's file. This will be reviewed by the HR Manager.

5.1 Interview Environment

An interview room will be prepared that enables the candidate to feel relaxed, whilst ensuring that interviews will be private and uninterrupted.

Where possible, arrangements will be made for someone to receive candidates at the door, with instructions to deliver them to a waiting area, making them feel welcome.

All members of staff will have been made aware that interviews are taking place, so that candidates are welcomed appropriately, and the interviewer is informed of their arrival.

The candidate will be offered refreshments and supported to feel as comfortable as possible.

5.2 During the Interview

During the interview, all set questions will be asked, noting answers on the sheets provided.

The candidate will be informed that, if they are successful in their application, the job offer will be subject to the receipt of two satisfactory references, one of which must be from the previous employer and that they cannot start work until those references have been received in writing. They will also be informed that their appointment will be subject to satisfactory information being received from the DBS and the offer of employment will be conditional on the content of the reply and cannot be confirmed until a satisfactory reply has been received.

On completion of interview questions, the candidate will be provided with the opportunity to ask any questions. The candidate will be thanked for attending and informed of when the decision will be made, and how they will be informed.

Once the candidate has left, the score sheet will be completed. A copy of this can be found in their staff file.

5.3 Internal Candidate Interviews

In the case of internal candidates, the full procedure detailed above will be carried out, but the completion of forms and interview questions will be adjusted to take account of prior employment with Serendipity Healthcare Ltd.

5.4 Remote Interviews

Where face to face interviews cannot be held, a remote interview will be used by Serendipity Healthcare Ltd as part of the recruitment process. The candidate will be provided with an invitation to attend a remote interview which could take the form of a telephone interview or via a remote platform, such as

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Microsoft Teams or Zoom etc. This will be for the interviewer to decide what form of remote interview will be conducted with the candidate.

Before the interview takes place, the interviewer will undertake the pre-interview steps set out in section 5.5, ensuring that they:

- Check that educational qualifications are appropriate and adequate
- Check work history; note and investigate all periods of no work and reasons for leaving the position
- Note any declared requirements for adjustments for disability
- Check the suitability of the supplied references
- Check the applicant's Disclosure status

Initial document checks may be required to be completed remotely, however original copies should be taken to the office and verified prior to the staff member starting at Serendipity Healthcare Ltd.

5.5 Post Interview

Following each interview, all candidates will be reviewed to critically question all reasons for rejection and acceptance, with no discrimination. If the interviewer is unsure of their proposed decision, they **MUST** consult a senior management for further guidance.

It is important that particularly comprehensive notes are made if the person(s) offered the post(s) is not the highest scoring candidate. For all accepted candidates, they will be contacted offering them the post. A template offer letter can be found in the Human Resources folder. A rejection or a holding letter must be completed for every unsuccessful candidate, as appropriate.

5.6 References and DBS

References Required From Candidate

Serendipity Healthcare Ltd will require a potential new member of staff to provide two references, one of which must be from the most recent employer. Both references must be in place, must be satisfactory and the candidate should be informed of this process.

For candidates who are unable to provide two employer references, there must be an assessment of risk on an individual circumstances basis. Evidence must be available to demonstrate that Serendipity Healthcare Ltd has gathered all available information to confirm that the person is of good character that includes honesty, trust, reliability, and respect. Serendipity Healthcare Ltd may seek suitable character or personal references, volunteer-activity references, training history references or self-employment references where possible, to adhere to Regulation 19: Fit and Proper Persons Employed. The Skills for Care Safe and Fair Recruitment Guide can also be referred to for further information on collecting references.

The following best practice recommendations apply:

- To guide the referee, a copy of the job description and person specification should be attached to the reference request form
- Where verbal references are received, these should be followed up with a written reference
- Pre-written references or undated references will not be accepted
- Managers must not accept open or 'To whom it may concern' references
- If there are concerns about a past employment record, any number of previous employers should be contacted for references. Notes of any telephone discussions should be kept and filed/scanned on relevant personal/recruitment files and the documents retained in line with GDPR requirements

Starting Work Before References Have Been Obtained

Members of staff will not be allowed to commence work before Serendipity Healthcare Ltd has received responses to its requests for references. Where any reference is considered by Serendipity Healthcare Ltd to be unsatisfactory, the member of staff agrees that it is a term of their employment contract that their employment may be terminated without notice.

DBS (Disclosure and Barring Service)

All new employees will undergo an Enhanced DBS check with Barred List (Adults). Please refer to the DBS Policy and Procedure (POL78)

5.7 Qualifications

Serendipity Healthcare Ltd will ensure that, where applicable to the role, candidates have the necessary qualifications. All applicants are required to provide evidence of any relevant qualifications. This evidence must then be photocopied and retained within the new employee's personnel record.

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5.8 Managing Conflicts of Interest

Where there is a potential conflict of interest during the recruitment process, such as a candidate having a personal relationship with a member of staff, the Registered Manager will refer to the Relationships at Work Policy and Procedure.

As a minimum:

- Job applicants will be required to declare on their application any personal/work relationship
- The prospective member of staff will not be interviewed by the person they have a personal relationship with
- The prospective member of staff will not be appointed into a post which results in a line management relationship with someone with whom they have a personal relationship

5.9 Withdrawal of Offers

If, after careful consideration, it is decided to withdraw the conditional offer of employment, the grounds for withdrawal must be very clear, e.g. due to unsatisfactory references or other employment checks and the offer of employment rescinded in writing. This decision must be made in conjunction with the Registered Manager or other senior management.

5.10 Complaints

Where an applicant, either internal or external, has a complaint about the recruitment process, they must direct their complaint in writing to the Registered Manager. They will follow the Complaints, Suggestions and Compliments Policy and Procedure.

6. Definitions

6.1 Candidate

- ⊗ A candidate is a person who has applied for a role
- ⊗ They may be an existing employee or an external applicant
- ⊗ The individual is known as a candidate until they commence employment when they become an employee.

PR26- Recruitment Policy and Procedure

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