

Recruitment and Selection Policy

Purpose

The Company recognises that its staff are fundamental to its success. To enable all staff to become effective and efficient in their role as quickly as possible, it is essential that all staff new to the Company, or the role, receive a timely induction. Effective recruitment and selection are central and crucial to the successful functioning of SOS Homecare. It depends on finding people with the necessary skills, expertise and qualifications to deliver the company's strategic objectives and the ability to make a positive contribution to the values and aims of the organisation.

The Company places critical importance on thorough induction procedures which make new staff feel welcome, valued and settled in their new role. This then forms the basis from which staff can quickly get up to speed, perform their duties effectively and begin to contribute to their team and the Company.

Advertisements

Vacancies will generally be advertised online, and will not be confined to those sites which, because of their source of applicants, provide only or mainly applicants of a particular group.

SOS Homecare is keen to facilitate internal promotions wherever possible as development opportunities for its staff. Therefore, the company may, on occasions, decide to restrict advertising to internal candidates only, unless this is not appropriate due to the specialist skills required for the post involved.

Vacancies which are restricted to internal candidates only will be clearly indicated on the advertisement. All internal candidates will be selected for interview on the same criteria as external candidates.

Employees on maternity leave will receive all advertisements for posts advertised in the Company during their period of maternity leave.

Application Form

Candidates for external posts will be asked to complete a standard application form, and asked to send in their CV so that they can be judged based on comparable information. All internal applicants will be interviewed so a decision can be made using the same proforma as external candidates.

In applying for posts, all candidates will be provided with a job description, details of the appropriate conditions of service and details about the Company. A brief statement about the appointment procedure will also be provided and, if possible, an indication of the date (or week) when interviews will be held. The job description will include a list of the main duties and responsibilities of the post, together with an outline of the qualifications and experience which candidates are expected to possess.

In drawing up the job description and conditions of service the Company will ensure that no job applicant receives less favorable treatment than another on the grounds of age, disability, gender reassignment, marital or civil partner status, pregnancy or maternity, race, colour, nationality, ethnic or national origin, religion or belief, sex or sexual orientation (“the Protected Characteristics”), and that no applicant is placed at a disadvantage unjustifiably by requirements or conditions which have a disproportionately adverse effect on a particular group.

Applicants will be asked to specify whether they have any disabilities, as defined in the Disability Discrimination Act 1995, and whether there are any reasonable adjustments needed for them to attend an interview. All applicants with a disability who meet the essential criteria for a job will be interviewed and considered on their merits.

Applicants will be required to supply the names and addresses of two people from whom references can be obtained, one of which should be the applicant's current or most recent employer.

Only references for successful candidates will be obtained.

References must be made in writing or email. The HR team will be expected to verify all references received.

For posts that involve working with children and vulnerable adults, applicants will be asked to reveal details convictions not filtered by the Disclosure and Barring Service (DBS). Successful candidates for such posts will be required to provide the necessary documentation to complete a Disclosure and Barring Service check. Posts which require such a disclosure will be clearly indicated on the conditions of service and appointment procedure.

Applicants will also be required to declare if they are related to any member of staff or client within the Company. No manager should be put into a position where he or she is asked to interview a person to whom they are related.

It is the Company’s policy not to communicate further with applicants other than those who are shortlisted. A note to this effect is included in the details sent out to applicants.

Applicant’s details will be recorded at the point of receipt. The information collected will be solely used for the purposes of equality monitoring.

All completed applications forms are private and confidential and should only be made available to those directly involved in the recruitment and selection process.

All application forms will be collated by the HR team and supplied to other members of the interview panel for shortlisting purposes.

A shortlist of candidates will be drawn up for interview, based entirely on merit and suitability for the post but taking account of the Company’s responsibilities in relation to the Disability Discrimination and Equalities Acts. Other than in exceptional circumstances, reasonable

notice will be given to ensure that candidates have sufficient time to prepare for and make the necessary arrangements to attend the interview.

Selection Methods

Interviews will only be conducted by staff who have deemed competent to conduct interviews. The interviewer will encourage candidates to be at ease during the interview, in order that they can give a fair and accurate representation of themselves.

Interview questions will be agreed with the care governance team before a job is advertised. Wherever possible the questions will ask the candidates to give examples of their previous relevant experience

All candidates will be asked the same questions in the same order. Their responses noted and scored from 1-4 (with 1 being low, and 4 being high).

It should be remembered that an interview is a two-way process, and candidates will be given every opportunity to ask questions about the Company, to ensure that they have a full understanding of the post for which they are applying and the way the Company operates.

In addition to interviews, a range of other selection techniques may be used. In such circumstances reasonable notice and relevant information will be given to ensure that candidates have sufficient time and information to prepare.

All appointments will be made strictly on merit and related to the requirements of the job.

All interviewed candidates will be notified of the outcome of the selection process as soon as possible, either by telephone or letter.

All unsuccessful candidates' application forms and interview notes will be retained for six months from the date of interviews taking place. After this date they will be destroyed.

Relevant Checks

All offers of employment will be conditional upon satisfactory results from the following:

- two satisfactory references
- confirmation of the right to work in this country
- Disclosure and Barring Service checks (if appropriate).

The HR team will be responsible for completing the Reference Verification Form.

Notification to Payroll

The line manager is responsible for informing Finance of the appointment, including start date, working hours and salary details

The line manager is responsible for ensuring all new postholders have been issued with the New Starter Form.

The line manager is responsible for ensuring that the New Starter Form is completed and returned to the Finance department before the payroll cut-off date.

Induction

Induction into the job for which the individual has been employed is essential and complements the probation process. Training carried out during the job induction may be used to assess an individual's performance during the probationary period.

The content of an induction varies dependant on the role. Line managers can provide specific information on the topics covered within the induction.

The member of staff will then be required to shadow an existing colleague in their job role for a period to be determined by the line manager.

Job induction enables the individual to:

- consolidate their understanding of the duties and responsibilities of the role
- understand the expectations of them in the form of company standards and CQC outcomes
- understand how their work performance will be monitored (including probation and performance review processes)
- discover the information and support that is available to them, including supervision and key contacts
- competency sheet to be signed off by line manager and the employee.
- highlight areas where training and development would be appropriate
- apply their skills and knowledge to performing the job and demonstrate that they successfully meet probation requirements

The specific activities within job induction will be dependent on the demands of the role and the skills and knowledge that the individuals bring with them and will be at the discretion of the line manager.

During the job induction staff must be made aware of the probationary procedure and that records of induction activities may be used to support the probationary process.

Responsibility for induction at the local level falls with the line manager, though specific activities may be delegated at the line manager's discretion. It is good practice for individuals and line managers to retain records of completed induction activities.

There is a shared responsibility between individuals, line managers and training and development providers, for the development of staff at the Company, and this begins with ensuring that all staff receive an appropriate induction.

All new staff will be expected to be proactive and take ownership of their own induction, which will form the initial stage of their personal and professional development. Individuals will be enabled and supported in doing this throughout the duration of the induction period.

Staff can expect support from Training department and their line manager who will both signpost and deliver a range of induction activities.

Internal Appointments

Where necessary the successful candidate is an existing member of staff within the Company the new line manager will be responsible for notifying the HR team to complete the relevant checks detailed above in section 5.

The new line manager is responsible for notifying Finance of the appointment, including details of start date, working hours and salary before the payroll cut off.

The HR Team will be responsible for issuing all the successful candidates with the New Starter Form.

It is important that the Company also supports staff who are internally appointed to new roles, and an induction programme for such staff should be followed.

For new staff who have particular requirements e.g. different branches of the company, those new to the care sector, induction should include information and/or activities which provide the additional context they require.

Probationary Period

All appointments with the Company will be made subject to a probationary period of six calendar months. Staff required to complete shadowing will receive a shadowing sign off. Normally this is within a week of the individual starting in the role. Then, within one month a review meeting will take place between the postholder and their line manager to discuss progress. A further meeting will be held in three months to review progress and identify any further learning needs. At the end of the probationary period, and subject to a satisfactory report by the line manager, employees will be notified in writing that they have successfully completed their probationary period. The probationary period can be extended by a further 3 months should the individuals line manager consider this appropriate.

Equality and Diversity

The Company seeks to recruit employees based on their ability and the requirements of the post.

The Company wants to ensure that no applicant receives less favorable treatment than another on the grounds of age, disability, gender reassignment, marital or civil partner status, pregnancy or maternity, race, colour, nationality, ethnic or national origin, religion or belief, sex or sexual orientation ("the Protected Characteristics").

SOS Homecare Limited are proud to have been awarded the 'Disability Confident' award and this reinforces our non-discriminatory approach to recruitment. Where necessary, appropriate steps will be taken to ensure that any special requirements are accommodated at interview.

In order to meet this commitment to equality and diversity, all candidates are asked to complete an equal opportunities monitoring form enclosed with the application form. All

completed monitoring forms will be treated as confidential. The form will be separated from the application form on receipt. The information given by candidates will be solely used for the purpose of monitoring the recruitment process.

Policy Review

This policy will be reviewed every two years.