

## **Involving people who need care and support in recruitment and retention**

This guide helps social care employers include the people they support in the recruitment and retention process.

It is split into four easy to read sections, with practical tips and case studies to help.

## How can people who need care and support be involved in recruitment and retention?

There are four main areas people who need care and support can be involved with. Click on the headings below to find practical tips and case studies to help.

### Before you get started

care and support in your recruitment and retention.

### 1. Recruitment

People who need care and support can help you to:

- support the development of job descriptions, person specifications, promotional adverts and recruitment information packs.

### 2. Selection

People who need care and support can help you to:

- shortlist candidates
- contribute to face to face interviews, visits or presentations
- provide valuable feedback to those who were not successful.

### 3. Induction and training

People who need care and support can:

- be involved in induction, learning and development.

### 4. Feedback about performance

People who need care and support can:

- provide feedback throughout probationary period and ongoing appraisals
- be involved in exit interviews for staff who leave.

your recruitment and retention. Here are some tips to help you get started.

- 1. Make sure your organisation has**

Here are some areas where people might need training.

- Confidentiality
- Equal opportunities
- Public speaking
- Interviewing techniques

#### **4. Be clear and honest about how much influence people have**

disagreements later on in the process.

Decide how much weight the views of people who need care and support will have in recruiting new workers. If, for example, managers make the final decision but the views of people who need care and support are taken into account, everyone needs to be clear about this at the outset.

#### **5. Ensure compliance with employment legislation**

Make sure your recruitment and selection process is fair and consistent, and complies with relevant legislation such as equality and diversity. You need to make sure people who need care and support understand what this will mean in practice. Here are some examples.

Every candidate must be treated in the same way. This means asking them the same questions and using the same system to score their responses. Each candidate must be assessed against the assessment criteria, not against each other.

Important to avoid personal questions such as are you married?

#### **6.**

Thank people for their contribution. This could include a reward for people for their contribution.

#### **7. Ask for feedback about the process**

Asking people how they found the process will show that you value their involvement and also help you to improve and develop your recruitment and retention practices.

Do you enjoy asking questions?

What part? Did you feel you made a difference?



## 2. Selection

### Shortlist candidates

Ask people who use care and support what they think of applications by getting them involved in short-listing. (If there are a large number of

### **3. Induction and training**

#### **Support staff with induction and ongoing training and support**

Experienced staff can support people to do this.

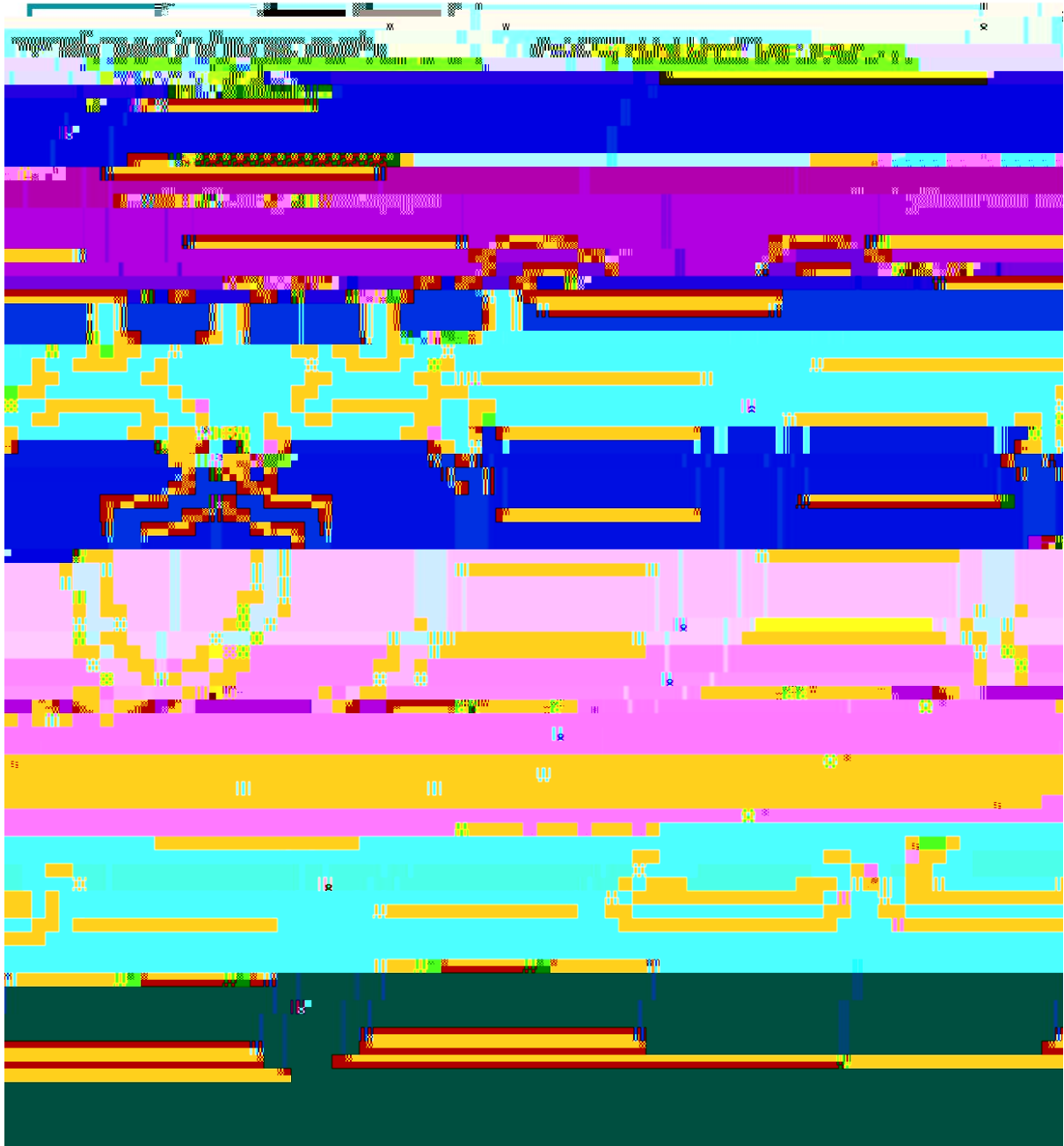
Contribute to induction or training sessions, tell participants what they want from staff and answer questions.

Include people who need care and support in deciding what training staff

## **4. Feedback about performance**



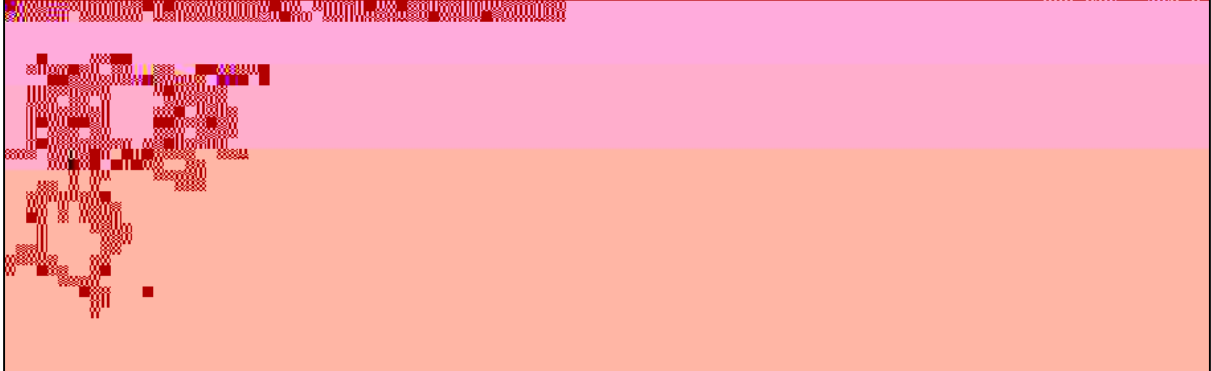
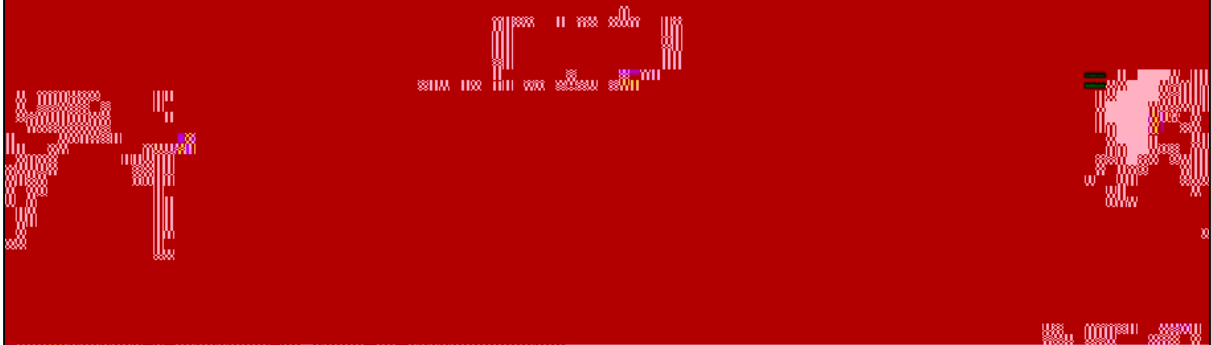
## Appendix 1: What do I want from the people who support me?



## Appendix 2: Example feedback form used by Aldingbourne Trust

The feedback form features a header with a black bar on the left containing the text "SUPPORT STAFF" and a grey bar on the right with the text "Attach staff photo". Below the header is a decorative bar with a yellow, pink, and blue gradient. The main body of the form is a large green area with the text "Have your say!!!" in the center. At the top right of this green area, it says "1. HOW DO YOU FEEL ABOUT BEING SUPPORT STAFF?". The form includes a large, stylized graphic of a person's head and shoulders, composed of many small, colorful icons. At the bottom of the green area, there is a small, dark, abstract graphic.

#### 4. DO THE



7. DO THEY HELP YOU SORT OUT YOUR PROBLEMS?

Yes

8. IS THERE ANYONE YOU CAN TALK TO?

Yes

Yes

Yes

Yes

Yes

Yes

Yes

Yes

Yes

