

Involving people who need care and support in values-based recruitment

Involving people who draw on 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.

*Parts of this guide have been adapted from 'How to involve people who use services and carers in staff recruitment and development: a practical guide for employers', Skills for Care (2008).

Why should you involve people who draw on care and support in your recruitment and retention?

Where people who draw on care and support are actively involved in recruitment and retention, they can

- exert greater control and influence over who will support them, resulting in better outcomes

- provide a first-hand experience of what is needed from new recruits

- judge how well a candidate engages and communicates with them

- tell candidates what's important to them, and identify if they have the right values, behaviours and attitudes for the role.

You might also like to include families and carers in the process.

By finding the right people initially who perform well and are more likely to stay, this can improve the quality of care for individuals, save time and recruitment costs, and improve staff retention.



4. Feedback about performance- Assimilate

Before you get started ...

You must prepare properly to involve people who draw on care and support in your recruitment and retention. Here are some tips to help you get started.

3. Provide training where necessary

Some people may want to get involved but feel they don't have the right skills; training might therefore be necessary. Or, they may need structured and planned support to contribute in a meaningful way. Everyone should be properly briefed and have the right knowledge about key recruitment policies.

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

It's important to establish boundaries to involvement to avoid disappointment or disagreements later on in the process.

Decide how much weight the views of people who draw on care and support will have in recruiting new workers. If, for example, managers make the final decision but the views of people who draw on 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 draw on 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. Using values-based interviewing techniques, interviewers are upskilled to probe further and record answers so that interviews are consistent and fair.

Involving people who draw on care and support in recruitment and retention

1. Recruitment

People who draw on care and support can help you to

Identify the type of person they'd like to support them

Find out from people what they want from staff who support them. This should include their **values, behaviours and attitudes**, as well as the practical tasks new recruits might need to do.

This could be done through resident or carer meetings or forums, surveys and questionnaires, and speaking to people individually.

Be realistic and honest. People might give a specific description of the person they'd like to support them; however, they may need to compromise due to the variety of candidates that apply or employment and discrimination law.

Make a video with people saying what is important to them and what they want from staff, to be used at recruitment events.

Gather information from the person's circle of support, friends, family and carers about what's important to them.

Use existing members of staff as a conversation starter. For example, someone might say 'I want someone like David.' This could lead to a conversation about what makes David good at his job, focussing on their values and behaviours in particular.

Support the development of job descriptions, person specification, promotional adverts and recruitment information packs 1.0 0r d 2 e J 0r c 0 0r sTc 0 0r sTc 0 0r sTc 0 0r sT ofper 0 0r s3 (e)

3. Induction and training

People who draw on care and support can help you to...

Support staff with induction and ongoing training and support

Show new staff around the work environment and talk to them about the way they'd like them to work who

