



















It should look the opposite to 99% of adverts. On the fence answer, isn't it, but what I mean by that is, so everybody's sort of saying Free parking and 28 days holiday as a perk. And I don't know when this happened like these, these aren't perks you need to look at the benefits of the serious benefits of working for your company and put them to the top of the advert get the benefits right at the top. So mutually benefits of working for us and list them out in bullet form not in sentences, the light reading points, so do that, I would suggest everybody change your adverts immediately get the benefits to the





**Pia** 35:51





exactly that. Exactly that.

**Wendy** 45:14

And our final question. So I'd like you to imagine that we're in a lift on the 10th. Floor, going down with a group of registered managers. And before everyone gets out, you want to tell them what you think is the most important key message to leave them with? What would that be?

**Stephen Forster** 45:32

Firstly, where's this lift? This is an interesting lift, isn't it? Is this? We just thought we're just not going to do just a coincidence. We're all in this lift. I like that. Yeah, that's

**Pia** 45:40

like 10 registered managers just squeezed into

**Stephen Forster** 45:42

What do you do? Ah, well, yeah, like that? Yeah, sorry. I've used it my 30 seconds, I guess. Yeah. You know what I would say to them, I would say take yourself back to when you were, when you first started in care. Take yourself back to that exact moment. And how did you feel? So I bet you had no experience, and no one gave you a chance. So I would say, Look, when you do recruitment, give people a chance, focus on the values, strip everything back, you might have been a registered manager or care manager for the last 10 20 30 years. Take yourself back to that moment when you first started, and how would you want to want it to be treated to your skills? Give people a chance? And please focus more on values.

**Wendy** 46:32

But yeah, brilliant. Yes, absolutely. Because so many of the registered managers, sitting listening to this today will have started as a care worker, like I did, like Pia did like you did. And it is that bit about thinking about how did you feel before you were applying for your first

**Stephen Forster** 46:51

match if I'd gone to that interview six years ago, being a can, supermarket manager, and she made me feel intimidated or, you know, asking me questions or patronising me or not giving me a chance? I would, I wouldn't have my own business now. You have we have to strip everything back in and treat people unbelievably well. And it sounds obvious. Just remember not to stop doing that.

**Pia** 47:17

Yeah, social care is about being kind and compassionate. And that should include how you treat people applying for jobs, isn't it?

**Stephen Forster** 47:26

I forget. Yeah.

**Pia** 47:28





**Wendy** 50:06

Yeah, yeah, that'd be really useful for people. And absolutely, you know that that bit about checking once you've you've employed, somebody really made me think about the better hiring toolkit that we did in partnership with other organisations, some some key partners, because it talks about not so much the DBS part, but it talks about references. And again, I think references is an area that often managers struggle with. But that toolkits really good because it talks about how to gather references and conduct information. But it also talks about when somebody's leaving you, what you should be sharing with when giving a reference to somebody else. So a really useful resource, I think, yeah,

**Pia** 50:55

and that toolkit has loads of templates that people can do. And I you know, I've been a manager hiring manager for many, many years and there was lots of tips in there that I felt like I didn't know then I didn't realise that's the way around points them what do you do when you can only get one reference because the other company has gone out of business or something, you know, just gives you a really good ideas about how to how to deal with some of the issues in that kind of next stage of the recruitment process. So we hope you have enjoyed the our conversation today with Steven. If you have enjoyed today's episode, please do tell another manager, are they if you go to a network meeting or in a WhatsApp group or on a Facebook group, you know, tell another manager back how you've been