POLICY (POL)

Title of Policy	Recruitment Selection		
What type of document is this?	Policy (POL)	Policy Reference Number	HHH-POL-038
Purpose of POL	The purpose of this policy is to establish a fair, transparent, and consistent approach to recruiting and selecting employees who align with Helping Hands values, meet our quality standards, and ensure the delivery of high-quality care services.		

ROLES AND RESPONSIBILITIES

Include in this section details of the key roles and associated responsibilities relevant to the document

Roles	Responsibility
Chief People Officer	Responsible for reviewing and updating this policy and ensuring that the policy is communicated across the company through the Senior Management Team(s)
Talent Acquisition Director	Responsible for ensuring this policy is effectively implemented and embedded.
Hiring Managers	To adhere to this policy
All Employees	To adhere to this policy
Scope of POL	This policy applies to all recruitment and selection activities for employees, contractors, and volunteers across Helping Hands.

1.0 Principles

1.1 Our recruitment and selection process is guided by the following principles:

- **Equality and Diversity:** Ensuring all candidates are treated fairly and without discrimination.

- **Transparency:** Providing a clear and consistent process from job posting to onboarding.

- **Merit-Based Selection:** Choosing candidates based on their skills, experience, qualifications, and alignment with the role requirements.

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- **Compliance**: Adhering to relevant employment laws, regulations, and industry standards.

2.0 Recruitment Process

2.1 Job Analysis and Planning

- Review and update job descriptions and person specifications for accuracy.

- Identify role requirements, key responsibilities, and necessary qualifications.

2.2 Approved Preferred Supplier List (PSL)

- Only agencies included on the company's pre-approved Preferred Supplier List (PSL) may be engaged for recruitment purposes.

- Prior to engaging any agency, approval must be obtained from the Recruitment team. This ensures alignment with company policies and adherence to negotiated terms and conditions.

- Any engagement with agencies outside the PSL or without prior approval may result in non-payment of fees and potential disciplinary action for breaching company policy.

2.3 Advertising Vacancies

- Before advertising any vacancy, a formal requisition must be raised and approved through the company's designated approval process. No vacancy may be advertised internally or externally without receiving the necessary approvals. Failure to comply with this requirement may result in disciplinary action or withdrawal of the advertisement.

- Once received, approved requisitions will be advertised in 1 working day providing we have a job description.

- Advertise job vacancies on appropriate platforms (e.g., job boards, company website, social media).

- Ensure advertisements are clear, inclusive, and compliant with equality legislation.

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2.4 Application Process

- Accept applications in a standardised format (e.g., application form, CV).

- Acknowledge receipt of applications and provide clear timelines for the recruitment process.

2.5 Timely Review of Applications

Hiring managers are expected to review candidate applications promptly to ensure an efficient and positive recruitment process.

- **Response Time**: Applications should be reviewed within 2 working days of receipt or as agreed with the Recruitment team.

- **Collaboration:** Timely feedback should be provided to the Recruitment team to enable progression of suitable candidates and maintain engagement with applicants.

- **Accountability**: Delays in reviewing applications may impact the recruitment timeline, candidate experience, and the ability to secure top talent.

2.6 Shortlisting

The shortlisting of candidates must be conducted in a fair, transparent, and consistent manner to ensure compliance with the company's commitment to equal opportunities and merit-based selection.

- **Criteria-Based Selection:** Candidates should be assessed against the pre-defined criteria outlined in the job description and person specification.

- **Documentation:** The rationale for shortlisting decisions must be documented and retained to ensure accountability and support compliance with legal and organizational requirements.

- **Confidentiality**: All candidate information must be treated with strict confidentiality throughout the shortlisting process.

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- **Collaboration:** The Recruitment team may provide guidance to ensure alignment with best practices and company policies.

3.0 Internal Recruitment Selection

The company is committed to supporting the career growth and development of its employees through internal recruitment opportunities.

- **Internal Job Posting:** All suitable vacancies should be advertised internally to allow current employees the opportunity to apply. Exceptions to this requirement must be approved by the Recruitment team.

- **Application:** All internal candidates need to inform their line manager if they want to apply for a role in another department or region, but they do not need to give approval for them to do so, although they must share performance issues or areas of concern with the hiring manager. This is to avoid potential grievances and discrimination allegations if approval is not given.

- **Eligibility:** Internal candidates must meet the minimum qualifications and experience outlined in the job description to be considered for the role.

- **Fair Consideration:** Internal applicants will be assessed using the same objective criteria as external candidates to ensure fairness and consistency.

- **Successful internal application process:**

  - Hiring manager informs the candidate and current line manager they were successful
  - Hiring and current manager to agree on a transfer timeline, to a maximum of 4 weeks (unless their notice period is longer)
  - Hiring Manager completes internal transfer form
  - Contract change letter issued by People Services

- **Feedback:** Constructive feedback must be provided by the hiring manager to internal candidates regarding the outcome of their application in the form of a feedback session. If unsuccessful, the candidate and current line

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manager should arrange a 121/development session based on the hiring Manager feedback to support their future development.

4.0 Selection Process

4.1 Interviews

- Conduct structured interviews using predetermined questions aligned with job requirements.

- Include a focus on values, behaviours, and attitudes relevant to our industry.

- Offer reasonable adjustments for candidates who may require them.

4.2 Skills Assessment

- Where appropriate, include practical tests or scenarios to assess care skills and suitability for the role, including psychometric testing for very senior roles.

4.3 Pre-Employment Checks

- Verify candidates' identity, qualifications, and right to work in the UK.

- Full employment history for carers since leaving education must be collected including justification for any gaps of employment.

- Conduct Enhanced DBS (Disclosure and Barring Service) checks to ensure safeguarding compliance in line with our Enhanced DBS check/renewal & referral SOP.

- All employees must have a full DBS in place and if applicable any risk assessments completed prior to completing shadowing visits.

- DBS Risk Assessment: In the event of an unclear DBS return the candidate/employee (in the case of a DBS renewal) will be risk assessed using a Risk Gage Assessment tool introduced in October 2025. The Risk

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Gage Assessment will determine the suitability of the candidate for the position they are applying for, and the outcome will be shared with the candidate upon completion of the Risk Assessment.

- Obtain references from previous employers, in line with our Employee Reference Policy.

4.4 Additional Pre-Employment Checks for Wales

There are some differences to the checks above when hiring for carers who will be working in Wales.

- As evidence of Identity, a copy of the candidate's birth certificate must be obtained. A passport should be obtained if the candidate is a passport holder.

4.5 Safer Recruitment

- Our recruitment and selection processes may highlight information that requires further scrutiny or consideration, e.g. criminal convictions, or restrictions on an individual's registration status.

- We have in place a robust Risk Assessment process that will be followed, including input from our Compliance and People Teams as required that will determine and document whether an applicant can be considered suitable for the role.

5.0 Appointment

5.1 Offer of Employment

- Successful applicants will be contacted and a verbal, conditional offer will be made.

- Unsuccessful candidates will be dealt with sensitively and will, as a minimum, receive telephone or written notification of the outcome of the selection process.

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- Clearly outline the probationary period and performance expectations.

5.2 Induction

- Ensure all new employees complete an induction program covering company policies, procedures, and mandatory training.

6.0 Responsibilities

- **Hiring Managers:** Oversee recruitment activities, ensuring compliance with this policy.

- **HR Department:** Support the process, maintain records, and ensure legal compliance.

- **Recruitment Team:** Ensure a smooth and fair recruitment experience for all candidates.

TRAINING Is training required?	No
Details of training	Guidance can be accessed by the recruitment team if required
COMPLIANCE How is compliance within this document going to be monitored?	Policy review will be triggered if there is a change to company process or regulation/legislation. Breach of policy will be monitored by the People Team – Recruitment.

EQUALITY IMPACT ASSESSMENT AND PROCEDURAL INFORMATION		
	Positive/Negative/N/A	Comments
Does the document have a positive or negative impact on one group of people over another based on their:		
• Age?	Positive	Policy includes an equality, diversity and inclusion clause, we are committed to applying our equality, diversity, and inclusion policy at all stages of recruitment and selection.

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• Disability	Positive	Policy includes an equality, diversity and inclusion clause, we are committed to applying our equality, diversity, and inclusion policy at all stages of recruitment and selection. To prevent any candidate from being disadvantaged because of a disability, the individual responsible for communicating will ask each candidate whether they require reasonable adjustments to be made.
• Gender assignment?	Positive	Policy includes an equality, diversity and inclusion clause, we are committed to applying our equality, diversity, and inclusion policy at all stages of recruitment and selection.
• Pregnancy and maternity (which includes breastfeeding)	Positive	Policy includes an equality, diversity and inclusion clause, we are committed to applying our equality, diversity, and inclusion policy at all stages of recruitment and selection.
• Race (including nationality, ethnic or national origins or colour)?	Positive	Policy includes an equality, diversity and inclusion clause, we are committed to applying our equality, diversity, and inclusion policy at all stages of recruitment and selection.
• Marriage or civil partnership?	Positive	Policy includes an equality, diversity and inclusion clause, we are committed to applying our equality, diversity, and inclusion policy at all stages of recruitment and selection.
• Religion or belief?	Positive	Policy includes an equality, diversity and inclusion clause, we are committed to applying our equality, diversity, and inclusion policy at all stages of recruitment and selection.

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• Sex?	Positive	Policy includes an equality, diversity and inclusion clause, we are committed to applying our equality, diversity, and inclusion policy at all stages of recruitment and selection.
• Sexual orientation?	Positive	Policy includes an equality, diversity and inclusion clause, we are committed to applying our equality, diversity, and inclusion policy at all stages of recruitment and selection.
If you have identified any potential impact (including any positive impact which may result in more favourable treatment for one particular group of people over another), are any exceptions valid, legal and/or justifiable?	All impacts are positive which ensure that applicants and candidates are not discriminated against, we are committed to applying our equality, diversity, and inclusion policy at all stages of recruitment and selection.	
If the impact on one of the above groups is likely to be negative:		
Can the impact be avoided?	N/A	
What alternatives are there to achieving the document's aim without the impact?	N/A	
Can the impact be reduced by taking different action?	N/A	
Is there an impact on employees, customer or someone else's privacy?	N/A	
Changes since previous version	Update of 4.3 – including pre-employment checks and DBS Risk Gage Matrix Introduction Introduced 3.0 - internal recruitment selection into the policy	
Who was involved in developing /reviewing/amending the document?	Talent Acquisition Director People Services Director People Services Consultant Senior People Business Partner Head of Quality	
How confidential is this document	Restricted	Can be shared freely within Helping Hands but NOT outside
References	The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014	

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	Regulated Services (Service Providers and Responsible Individuals) (Wales) Regulations 2017
Associated Documents	HHH-POL-060 - Equality and Diversity Policy
	HHH-POL-065 – Safeguarding Adults Policy
	HHH-POL-085 - Data Protection Policy
	HHH-POL-078 – Employee References Policy
	HHH-W.I-094 – Obtaining References Work Instruction
	HHH-SOP-042 - Enhanced DBS check/Renewal & referral
	HHH-POL-054 – Internal Recruitment Policy

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