



<b>Title of Document</b>	<b>Recruitment &amp; Selection Policy</b>
<b>Name of Department</b>	<b>Human Resources</b>

<b>What type of document is this?</b>	<b>Policy (POL)</b>		
<b>Which Helping Hands POL/SOP/W.I does this document relate to?</b>	NA	<b>Reference number of POL/SOP/W.I</b>	NA

<b>Which Operational Priority/Priorities does this document link to?</b>	Governance Framework	Superior Client Care	People, Performance & Culture	Business Growth
	Maximising Efficiency & Cost Management			

<b>Custodian of document</b>	Head of Recruitment	<b>Committee/Group responsible for this document</b>	Leadership Group
<b>Approval date and committee chairperson signature</b>	11.03.24	<b>When is its next scheduled review?</b>	10.10.25

<b>Who does it apply to?</b>	All Helping Hands staff at the facility					
	<b>Does it apply to bank workers?</b>	Yes	<b>Does it apply to agency staff?</b>	Yes	<b>Does it apply to third party contractors?</b>	No

<b>Purpose of the Policy</b>	<p>Helping Hands recognises that their employees are fundamental to its success and a strategic, professional approach to recruitment and selection of its employees is essential to do this.</p> <p>At Helping Hands we are keen to attract and appoint talented, high calibre people who share our values and passion for care. Through a robust recruitment and selection policy we ensure that we are able to plan and deliver care which firmly places our customers at the heart of all we do.</p> <p>Helping Hands embraces equality and diversity as a fundamental part of the way we recruit and select employees. We comply with all employment legislation in the area of equality of opportunity and this is embedded in our values and beliefs about treating everyone with dignity and respect.</p> <p>We aim to incorporate into our Recruitment and Selection Policy the guidance outlines in the Health &amp; Social Care Act 2014, and by doing so apply a rigorous and consistent approach to our recruitment that ensures only people who are suitable to work with vulnerable people, and have the desired skills and attributes, will join our workforce.</p>
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## Summary of Recruitment & Selection Policy

### ROLES AND RESPONSIBILITIES

Role	Responsibility
Group Managing Director	To ensure that this policy is embedded within the organisation and is managed through the Leadership Team
Senior HR Business Partner	Responsible for the reviewing and updating of this policy when required
Hiring Managers	Responsible for ensuring this policy and all associated documents are effectively implemented and adhered to
All Staff	Responsible for adhering to this policy and all associated documents.

#### 1.0 Core Principles

There are a number of principles that underpin the way in which Helping Hands recruits and selects its employees.

We will:

- Be professional, objective and transparent in our approach to recruitment.
- Actively promote equality of opportunity for all and welcome applications from a wide range of applicants.
- Seek to recruit people based on skills, knowledge and aptitude for the role.
- Ensure that recruitment and selection of employees is conducted in a professional, timely and responsive manner and in compliance with all employment legislation.
- Provide appropriate training, development and support to those involved in recruitment and selection activities so that they are able to comply with this policy and the related procedures.
- Promote best practice in recruitment and selection, by continuously developing our practices so that new ideas and approaches can be incorporated.
- Treat all candidates fairly, equitably and efficiently, with respect, aiming to ensure that the candidate experience is a positive one, irrespective of the outcome.
- Ensure all documentation relating to applicants will be treated confidentially in accordance with the relevant legislation.

#### 2.0 Equality & Diversity

Through the actions of our managers and employees we will ensure that all job applicants are assessed according to their capability to carry out a given job, based on justifiable, objective criteria which are clearly related to the duties of the job.

We are committed to eliminating discrimination, and valuing and promoting equality and diversity amongst our workforce. This approach is embedded into our Company Values and we will not condone any form of discrimination against an employee, or a job applicant, on any grounds including gender, race, age, pregnancy or maternity, gender reassignment, sexual orientation, religion or belief, marital/civil partnership status, ethnic origin or disability. We are committed to

creating a working environment for all employees that is safe, accessible and free from harassment or discrimination and which values and respects each individual's identities, dignity and culture.

### **3.0 Involvement of People who use Care in our Recruitment Process**

Placing the people, we support at the centre of the services we deliver, and designing services that meet their needs, is fundamental to the aims of Helping Hands.

Employing people with the right skills, qualities and characteristics means we are well placed to support our diverse range of customers. By involving our customers in the selection of those who will be supporting them we find services are more effective and often have better continuity. Our customers are sent profiles for suggested carers to help them with making decisions and choices on who they would like to support them. We can also set up telephone calls or meetings prior to a placement starting, should this be required to help a customer with making the right decision for them.

### **4.0 Attraction of Applicants**

Helping Hands recruits employees continuously to meet the ongoing and growing needs of our business.

In order to attract a broad diversity of applicants we will use a variety of routes to recruitment including:

- Websites
- Social Media such as Facebook, Twitter, LinkedIn
- Local newspapers and noticeboards
- Open Days
- Job Fairs
- Word of Mouth

A Job Specification will be produced for all posts that are advertised, which will be provided to each applicant along with the Application form, which is completed online.

### **5.0 Tracking of Applicants**

Applicants are able to apply through various options – telephone, email or completing an online application via the company's website.

All applicants, regardless of which route they choose to apply, will have their information recorded on our Applicant Tracking System (ATS) This system will be used to monitor and record progress of the candidate's application through to either appointment or rejection.

### **6.0 Assessing Applicants for Suitability**

Please refer to our documented procedures listed in Section 2 for full details of our procedures relating to the recruitment and selection of suitable candidates.

Helping Hands may choose, in certain circumstances, to use supplementary selection tools in relation to their application, e.g. psychometric testing, aptitude tests or additional competency-based questions. In order to ensure consistency, transparency and fairness. All candidates for a particular position will be subject to the same selection tools. If such an exercise is included in the recruitment process, we will ensure that the skills and competencies being examined are relevant

for the job and are assessed in a non-discriminatory manner.

### **7.0 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 HR Teams as required that will determine and document whether an applicant can be considered suitable for the role.

### **8.0 Employment Decisions**

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.

### **9.0 Pre-Employment Checks – All locations**

Once a successful applicant has been selected a conditional offer will be sent with Terms and Conditions of employment which are subject to:

- For services in England, evidence of identity, either a copy of the candidate's birth certificate or passport.
- Evidence of eligibility to work in the UK
- Request of a pre-employment medical declaration
- Receipt of satisfactory written references; one of which must be from a previous employer.
- Where a particular qualification is required for the job, or where there is a minimum standard of education expected for the job, original documentation will be sought
- DBS check (Dependent on role)

Once the above checks are completed satisfactorily a start date can be agreed and an Induction Programme put in place.

#### **9.1 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.
- All staff must have a full DBS in place and if applicable any risk assessments completed prior to completing shadowing visits.
- It is mandatory for carers to have two references prior to shadowing. One of these references must be from their last employer if they have been previously employed.
- Where a person has previously been in a role that involved working with children or vulnerable adults, verification of the reason for the termination of employment should be sought, in addition to the two references.

### **10.0 Induction**

Induction is the final stage of the recruitment process. Once a successful candidate has accepted an

offer of employment and a start date has been agreed a comprehensive Induction Programme will be prepared for the new employee.

### 11.0 Retention of Recruitment Information

So that we can demonstrate that our Recruitment and Selection procedures are fair and non-discriminatory it is essential that our recruitment activities are clearly documented. This information may also be required should a candidate complain or request feedback on their application. The information collected as part of our recruitment process will be treated in confidence and will be shared only with those involved in the recruitment process or the resolution of a complaint.

Successful Applicants - Once an employee starts working for us their application form and all related documentation is scanned onto our electronic filing system. All paper copies are confidentially destroyed. All post-appointment related documents will be held within the employee's personnel file within HR.

Unsuccessful Applicants - All unsuccessful candidate documentation will be held securely on file for a period of 6-months and then will be securely and confidentially destroyed.

#### TRAINING

<b>Is training required?</b>	No. Guidance can be accessed by the recruitment team if required
<b>Details of training</b>	As requested

#### COMPLIANCE

<b>How is compliance with the POL going to be monitored</b>	Policy review will be triggered if there is a change to company process or regulation/legislation. Breach of policy will be monitored by the Recruitment team.
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### EQUALITY IMPACT ASSESSMENT AND PROCEDURAL INFORMATION

	Yes / No	Comments
Does the document have a positive or negative impact on one group of people over another on the basis of their:		
• age?	NA	
• disability?	NA	
• gender reassignment?	NA	
• pregnancy and maternity (which includes breastfeeding)?	NA	
• race (including nationality, ethnic or national origins or colour)?	NA	
• marriage or civil partnership?	NA	
• religion or belief?	NA	
• sex?	NA	
• sexual orientation?	NA	
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?	NA	
If the impact on one of the above groups is likely to be negative:		
• Can the impact be avoided?	NA	
• What alternatives are there to achieving the document's aim without the impact?	NA	

• Can the impact be reduced by taking different action?	NA	
• Is there an impact on staff, client or someone else's privacy?	NA	

<b>What was the previous version number of this document?</b>	Version 03	
<b>Changes since previous version</b>	Addition of section 9.1 - Wales - proof of identity amended.	
<b>Author of the document</b>	Senior Human Resources Business Partner	

<b>Who was involved in developing/reviewing /amending the POL?</b>	Senior Human Resources Business Partner Regional Care Directors	
<b>How confidential is this document?</b>	Public	Can be shared freely within and outside of Helping Hands

<b>References</b>		
<b>Associated Documents</b>	HHH-W.I-034 – Proof of Identification for Candidates Work Instruction V2 HHH-W.I-035 – Working Visa's Work Instruction HHH-W.I-036 – Employment with Criminal Record Work Instruction V2 HHH-W.I-037 – Exemption of Rehabilitation of Offenders ACT 1974 Work Instruction V2 HHH-W.I-038 – Obtaining Carer References Work Instruction V2 HHH-W.I-039 – Disclosure and Barring Service Application Renewal V2	