

OA Reablement Service	OA Day Care	OA Residential Care	Domiciliary Services	DMH Day Services	DMH Supported Living	DMH Residential Services	EIA'd
x	x	x	x	✓	✓	✓	✓

# R10

## RECRUITMENT AND SELECTION OF STAFF WITH THE INVOLVEMENT OF SERVICE USERS

### POLICY

This protocol offers good practice guidance to members of staff who are already involving, or who are thinking about involving, service users in the recruitment and selection of staff.

#### **Protocol Statement**

There is a drive led by Central Government to involve service users more in the decision making process regarding the services they receive.

Cumbria County Council is committed to actively promoting and sustaining service user and carer empowerment.

The County Council acknowledges that not only does service user empowerment benefit service users but that it will also benefit the organisation.

#### **Purpose**

The purpose of this protocol is to ensure that any developments that are carried out with regard to service users' involvement in the recruitment and selection of staff are done so with due regard to legislation, research and good practice guidance, including human resources and equal opportunities.

#### **Scope**

This protocol will give general guidance to all staff employed by Cumbria County Council Disability and Mental Health Services attached to the Adult & Local Services Directorate, who are already involving, or who are thinking of involving service users, in any aspect of the recruitment and selection of staff.

Services can produce their own easy read version to compliment this procedure to assist service users in this process.

This procedure is an example of ways in which service users can be included and facilitated to actively take part in the formal process of Recruitment & Selection of Staff.

Date									Issue date
Amendment									18/02/11 P&P

OA Reablement Service	OA Day Care	OA Residential Care	Domiciliary Services	DMH Day Services	DMH Supported Living	DMH Residential Services	EIA'd
x	x	x	x	✓	✓	✓	✓

## **R10**

### **PROCEDURE**

#### **Service User Involvement in the Recruitment and Selection Process**

1. Service users will be encouraged and, where necessary, supported by an advocate or their chosen representative, to be involved in the process of recruitment and selection of staff. This will be facilitated by the use of appropriate communication methods, e.g. audiotapes, pictorial language sequencing etc.
2. As soon as a vacancy arises the manager or designated person will arrange a meeting with service users, their advocates or representatives, to inform them of the vacancy and to share with them information on the recruitment and selection process. This will include agreement on members of the formal / informal selection panels and will be undertaken in conjunction with the Recruitment and Selection Policy of Cumbria County Council.
3. Discussions will then be held regarding what needs to happen to fill the vacancy, including agreement on the following: -

#### **Recruitment**

- The job description and person specification
- Advertisement of the post, including supporting text for the advert, where to advertise the post etc.

#### **Short listing**

- Arrange a meeting to assess the applicant's suitability for employment set against the job specification with reference to The Equal Opportunities Policy.
- Agree a shortlist of candidates to invite for interview and a date to hold the interviews.
- Inform Human Resources of the candidates you wish to invite for interview.
- Discuss and plan the interview format, including a venue and, questions to be asked.

#### **The Interview**

- Agree a chairperson to oversee the interview process.
- Agree the sequence of who is asking the questions.
- Score the responses of the candidates to the questions asked and record the score.

Date									Issue date
Amendment									18/02/11 P&P

OA Reablement Service	OA Day Care	OA Residential Care	Domiciliary Services	DMH Day Services	DMH Supported Living	DMH Residential Services	EIA'd
x	x	x	x	✓	✓	✓	✓

## R10

- On completion of all interviews, assess the information given by all candidates including feedback from any informal selection panels and agree the best person to fill the vacancy.

### Post Interview

- Notify the successful candidate of the intention to offer them the job (verbal) subject to satisfactory references, medical clearance, criminal records check etc.
- When you have been notified that all checks have been completed satisfactorily, complete the appointment forms and agree a start date with the new member of staff.

### New Staff Member Starts Work

#### **Other ways to facilitate Service Users in the Recruitment and Selection process**

- There are a number of ways in which this can be achieved and there are some excellent examples of innovative practices already in use in many of the services.
- These may be in addition to, or instead of, direct involvement at the formal interview stage. The list is not exhaustive, but all offer ideas about how we can ensure that we recruit staff who are open to and willing to work in person centred ways.

#### **Drafting or reviewing Job Descriptions and Person Specifications.**

- The opinion of several service users should be sought, either collectively or separately. Service users may be asked to comment on all aspects of these, or on those of direct relevance to them.

#### **Designing or having some input into the advertisement.**

- As with any advertisement, care should be taken that what appears in the advert matches the criteria in the person specification and job description.

#### **Short listing**

- Care should be taken to ensure service users do not have any access to any personal or confidential information about individual candidates. This is particularly important where successful applicants will have face-to-face contact with service users who may be involved in interviewing them.
- Application forms should not to be shared, although discussions about the relevant experience and qualifications of candidates can take place.

Date									Issue date
Amendment									18/02/11 P&P

OA Reablement Service	OA Day Care	OA Residential Care	Domiciliary Services	DMH Day Services	DMH Supported Living	DMH Residential Services	EIA'd
x	x	x	x	✓	✓	✓	✓

## R10

### Designing Questions, Presentations etc.

- Whether or not service users are involved in the interview themselves they may have useful contributions to make in terms of setting particular questions or advising what weight should be given to different aspects of the job description and person specification. Service users can provide a list of questions around particular topics.

### Informal interview panels

- A group of service users can meet in an informal way with prospective candidates over tea/coffee and ask specific questions of interest. Scores can then be awarded against the candidates responses along with general feel good factors which can then be included as part of the formal interview and selection process.

Date									Issue date
Amendment									18/02/11 P&P