|  |
| --- |
| **Review the requirements** |
| Within the QCS system each role has a job description and, as part of this, a person specification. By reviewing your job description and person specification this will enable you to look at exactly what it is you are looking for in a candidate. If you then transfer this information to your advert, it may help focus attention and filter out some of those applicants who do not have the skills and knowledge you are looking for.You need to decide at this point what elements of this are essential to carry out the role or if the skills are desirable and not fundamental. Regard the ‘person specification’ as a filter in your recruitment process and make it work for your benefit.Once this is completed, think about how candidates will be able to evidence and show they have met the specifications desired. All of the areas included on the person specification make up an essential part of the values-based approach.Some roles may have specific requirements and a section is provided to record these. For example, is it a role covered by the mandatory vaccination requirements? |

**Person Specification**

To be provided alongside the appropriate job description for:

|  |  |  |  |
| --- | --- | --- | --- |
| **Values: Dignity & Respect** | **Essential** | **Desirable** | **How to Evidence** |
| Treat people with dignity and respect and practise in line with the Equality Act 2010 |  |  |  |
| Ability to listen, consider and communicate in an open, accurate and clear way |  |  |  |
| Ability to maintain dignity and comfort especially during intimate or sensitive care) |  |  |  |
| Understand: Confidentiality of personal information, promoting service users’ rights about choice and how they want to be supported |  |  |  |
| Having respect for service users, their families and their environments at all times |  |  |  |
| Managing behaviours that have the potential to challenge sensitively |  |  |  |
| **Values: Learning & Development** | **Essential** | **Desirable** | **How to Evidence** |
| Has a commitment to learning and development, aware of self and willingness to reflect on own practice and how this can be improved |  |  |  |
| Honest and transparent with the courage to speak up if something is wrong |  |  |  |
| Able to support, develop service users, colleagues and others, a willingness to share knowledge and best practice as well as contribute to new ideas and suggestions for better outcomes |  |  |  |
| **Values: Teamwork** | **Essential** | **Desirable** | **How to Evidence** |
| Works with colleagues to enable, empower, encourage each other and service users to do things for themselves. Ability to form professional relationships, commit to achieving goals and objectives |  |  |  |
| Ability to communicate effectively and handover information to colleagues and others within the multidisciplinary team |  |  |  |
| Able to prioritise and understand other people’s priorities whilst respecting their choices with the ability to adapt to suit individual needs and situations |  |  |  |
| Willingness to develop professional relationships with other professionals and agencies to gain further information and support |  |  |  |

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| **Values: Quality & Safety** | **Essential** | **Desirable** | **How to Evidence** |
| Dedicated to delivering support to service users in a person-centred manner where each service user is at the centre of everything |  |  |  |
| Supports others in a warm, kind, empathetic and reliable manner with integrity and professionalism |  |  |  |
| Can respond calmly to events and is able to support service users with positive risk taking, whilst communicating the consequences of those risks with others |  |  |  |
| Takes personal responsibility and understands professional boundaries |  |  |  |
| Has the courage to raise concerns around practice that could impact the outcomes for service users |  |  |  |
| **Values: Education & Qualifications** | **Essential** | **Desirable** | **How to Evidence** |
| A good standard of education |  |  |  |
| RQF Diploma, relevant qualifications for the role applied for |  |  |  |
| Good Maths, English, Written and Verbal |  |  |  |
| Evidence of Training: H&S, COSHH, Moving and Handling |  |  |  |
| **Values: Experience** | **Essential** | **Desirable** | **How to Evidence** |
| Previous experience of working in a similar environment  |  |  |  |
| Previous experience of working in a similar role |  |  |  |
| Experience of working with people, in particular, those that may have additional support needs. |  |  |  |
| **Role-specific skills:****In accordance with the job description** | **Essential** | **Desirable** | **How to Evidence** |
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| **Candidates are getting in touch** |
| Your advert is obviously reaching the target audience as you are now receiving calls for further information.Time to use the Recruitment Inquiry / Telephone Interview Screening form.It is useful to have some of these available for your team in case you are away from the office, or they call one of the locations you may have. It is always worth going through this at a team meeting, so everyone knows the importance of gathering this information.If your team gather nothing else, they must at least gather the initial contact information for you to follow up any inquiry.Once you speak to the candidate you can soon get a feeling if this is someone you wish to take further. Speed is of the essence in recruitment and if you really like what you hear as part of this chat, you can invite them in sooner and get them to complete an application form at that stage. This is about making the process work for you as you know from experience that you are probably not the only person they are contacting.The form also gives you prompts in order to track this application. If it is something you handover to an admin member to process, you can go back and check this has been done.Once this has been completed, keep it and staple it to the application form once this has been returned.Set a reminder to call them again in a few days if they have not returned the application form. |

**Recruitment Enquiry – Telephone Interview Screening Form**

|  |
| --- |
| **Initial Contact** |
| **Date of Call:** |  | **Time of Call:** |  |
| **Taken By:** |  | **For Which Vacancy?** |  |
| **Where did they hear about the vacancy?** |  |

|  |  |  |
| --- | --- | --- |
| The Candidate is aware this post requires them to provide evidence of COVID-19 Vaccination? | **Yes** [ ]  | **No**[ ]  |

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| --- |
| **Personal Details** |
| **Name:** |  | **Employment Status:** |  |
| **Address:** |  |
| **Tel Home:** |  | **Tel Mobile:** |  |
| **Email Address:** |  |
| **Role applied for?** |  | If Carer (Over 18) | **Yes** [ ]  | **No** [ ]  |
| Role discussed including shift work / times. Candidate happy with role? | **Yes** [ ]  | **No** [ ]  |
| **Previous Employer:** |  | Position Held: |  |
| **Length of Service:** |  | Rate of Pay: |  |
| **Reason for leaving:** |  |
| **Detail experience:**  |
| **Any other comments:** |

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| **Disclosure and Barring Service:** |
| Ask if the applicant has a current DBS in place. If yes, are they registered on the update service?If no DBS, explain the process. | **Update Service** | **Yes** [ ]  | **No** [ ]  |
| **Date:** |  |
| **Reference:** |  |
| **Progress to Interview** | **Yes** [ ]  | **No** [ ]  |
| **Yes:** Arrange interview. Explain we are an equal rights employer, ask whether they require any particular arrangements to be made for them to attend an interview. **No:** Inform not suitable, giving reasons. Record reasons in comments box. Keep this record. |
| **Data Protection** | **Consented** |
| Seek consent for the recording of the above information and the holding of this data for the duration of the application process. Advise that sharing of this data will only be with those that are part of the interview process. | **Yes**[ ]  | **No**[ ]  |
| **Individual Interviews** |
| Send the application form alongside an invite to interview letter or advise the candidate that a fully completed application form must be completed upon arrival at interview with full work history and any gaps explained. |
| **Application form sent?** | **Yes** [ ]  | **No** [ ]  | **Date:** |  | **Sender:** |  |
| **ID Verification** |
| Ask them to bring with them: Two recent ‘head and shoulders’ photographs, photo ID, a recent (not older than 3 months) utility bill, valid National Insurance Card (or other proof of right to work) and original copies of all qualifications / registrations as well as a valid proof of address |

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| **Checking an application** |
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| Following the interview screening you should then be able to send the application form to the candidate. One of the quickest ways to do this is by email. Not only does this speed the process up for you but also saves you the cost of paper, ink, envelopes and 2 first class stamps (about £2.50 per candidate).Before we can shortlist, we need to check the application form in case we need to go back to the candidate for further clarity.* Has each section been completed as required?
* Have they applied for the right job as advertised?
* Do they understand the hours and shifts?
* Have they completed availability?
* Is a full employment history detailed and all gaps explained?
* Have they submitted the correct referees?
* Is the supporting statement complete?
* And finally, have they answered the questions attached to be completed before interview?
 |

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**Application Form**

Please ensure that you complete the application form in full as we cannot accept CVs. Please complete with black ink and block capitals. This form will be kept confidential. Please note that no applicant will be unfairly discriminated against. This includes discrimination on account of age, cultural, religious, political beliefs, disability, ethnicity, gender, race, relationship status, sexual orientation, and / or Trade Union membership or stewardship.

If you have any special requirements to support you to complete this form (e.g. the need for large print or additional time), please contact the Registered Manager on [insert your contact details here].

|  |  |  |  |
| --- | --- | --- | --- |
| **Position Applied For:** |  | **Location:** |  |
| **Work Preference:** | Full Time [ ]  | Part Time [ ]  | Bank [ ]  | **Hours Requested:** |  |
| I understand this role may include: shift work, unsociable hours, lone working. (Please circle your availability below) | **Yes**[x]  | **No**[ ]  |
| **Monday** | **Tuesday** | **Wednesday** | **Thursday** | **Friday** | **Saturday** | **Sunday** |
| AM [ ]  | PM**☐** | AM[ ]  | PM**☐** | AM[ ]  | PM**☐** | AM[ ]  | PM**☐** | AM[ ]  | PM**☐** | AM[ ]  | PM**☐** | AM[ ]  | PM**☐** |
| Evening [ ]  | Evening [ ]  | Evening [ ]  | Evening [ ]  | Evening [ ]  | Evening [ ]  | Evening [ ]  |

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| **Personal Details** |
| First Names: |  | Address: |
| Surname: |  |
| Maiden Name: |  |
| Previous Names: |  |
| Marital Status: |  |
| Gender: |  | Postcode: |  |
| Place of Birth: |  | Nationality: |  |
| Telephone number: |  | NI Number:  |  |
| Mobile Number: |  | Email Address: |  |
| Are you a Driver? | Yes [ ]  | No [ ]  | Own Transport | Yes [ ]  | No[ ]  | N/A[ ]  |
| How long have you had a licence |  | Any Endorsements: | Yes[ ]  | No[ ]  | N/A[ ]  |
| Are you a United Kingdom (UK), European Community (EC), European Economic Area (EEA) National? | Yes[x]  | No\*[ ]  |
| \*If no, please detail your current immigration status and the relevant Visa currently held (including Visa number)  |

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| Are you related to any of our current members of staff or service users? | Yes [ ]  | No[ ]  |
| **Equality Act 2010:** Under the Equality Act 2010, the definition of disability is if you have a physical or mental impairment that has a ‘substantial’ and ‘long-term adverse effect’ on your ability to carry out normal day-to-day activities. Further information regarding the definition of disability can be found at: [www.gov.uk/definition-of-disability-under-equality-act-2010.](http://www.gov.uk/definition-of-disability-under-equality-act-2010) |
| Are you related to any of our current members of staff or service users? | Yes[ ]  | No[ ]  |
| For the purposes of this application and interview stage only, is there anything you would like us to be aware of so that we can make reasonable adjustments during the process? | Prefer not to say [ ]  |
|  |

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| **Education \***(All qualifications will be subject to a satisfactory check). |
| School / College / University | Date From: | Date To: | Examinations, Qualifications\* |
|  |  |  |  |

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| **Training Courses** attended or completing (evidence of attending courses is required) |
| **Subject** | **Location** | **Date** | **Details** |
|  |  |  |  |

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| **Professional Memberships / Registrations** |
| Name of Organisation | RegistrationNumber | Renewal Date | Details |
|  |  |  |  |

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| **Employment History**Please record below the details of your **full employment history** beginning with your current or most recent first. Any gaps must be explained. Use a separate attached sheet if required. Please sign the sheet(s). |

|  |
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| **Current / Most recent employer** |
| Start Date: |  | End Date: |  | Salary: |  |
| Job Role: |  | Employer Name: |  |
| Reason for Leaving: |  | Contact Name: |  |
| Duties: | Address: |
| Postcode: |  |
| Telephone: |  |
| Email: |  |

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| **Employment History Continued (**Copy this page if required) |
| Start Date: |  | End Date: |  | Salary: |  |
| Job Role: |  | Employer Name: |  |
| Reason for Leaving: |  | Contact Name: |  |
| Duties: | Address: |
| Postcode: |  |
| Telephone: |  |
| Email: |  |
| Start Date: |  | End Date: |  | Salary: |  |
| Job Role: |  | Employer Name: |  |
| Reason for Leaving: |  | Contact Name: |  |
| Duties: | Address: |
| Postcode: |  |
| Telephone: |  |
| Email: |  |
| Start Date: |  | End Date: |  | Salary: |  |
| Job Role: |  | Employer Name: |  |
| Reason for Leaving: |  | Contact Name: |  |
| Duties: | Address: |
| Postcode: |  |
| Telephone: |  |
| Email: |  |
| Start Date: |  | End Date: |  | Salary: |  |
| Job Role: |  | Employer Name: |  |
| Reason for Leaving: |  | Contact Name: |  |
| Duties: | Address: |
| Postcode: |  |
| Telephone: |  |
| Email: |  |
| Start Date: |  | End Date: |  | Salary: |  |
| Job Role: |  | Employer Name: |  |
| Reason for Leaving: |  | Contact Name: |  |
| Duties: | Address: |
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| **Explanation of Gaps:** Use this section to detail any gaps in employment and why |
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| **References:** Please provide names, addresses and telephone numbers for referees below whom we may approach for a reference.  You must provide references from your two most recent employers. In line with CQC requirements, we require references covering your last five years’ employment. If you have not had more than one employer in the last five years, we require a further reference. Please provide two character references if you are unable to obtain two professional references, e.g. in the case of an applicant who has been raising children for ten years. All will be contacted. Therefore, please inform the referees of the fact that you have used their name. If you are unable to provide the required references, please discuss the matter with us. |
|  | **Referee One** | **Referee Two** |
| **Contact Name:** |  |  |
| **Business Name:** |  |  |
| **Address:** |  |  |
| **Postcode:** |  |  |
| **Telephone:** |  |  |
| **Email:** |  |  |
| **Capacity in which known** |  |  |
|  | **Referee Three** | **Referee Four** |
| **Contact Name:** |  |  |
| **Business Name:** |  |  |
| **Address:** |  |  |
| **Postcode:** |  |  |
| **Telephone:** |  |  |
| **Email:** |  |  |
| **Capacity in which known** |  |  |
|  | **Additional Referee** | **Additional Referee** |
| **Contact Name:** |  |  |
| **Address:** |  |  |
| **Postcode:** |  |  |
| **Telephone:** |  |  |
| **Email:** |  |  |
| **Professional / Character:** |  |  |
| **Capacity in which known** |  |  |

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| **Safeguarding / Ex-Offenders Declaration:** Please note this section will only be seen by those involved in the recruitment process and will be treated with the strictest confidence. |
| The Rehabilitation of Offenders Act 1974 aims to promote equality of opportunity and is committed to treating all applicants fairly regardless of ethnicity, disability, age, gender or gender re-assignment, religion or belief, sexual orientation, pregnancy or maternity and marriage or civil partnership. The Organisation undertakes not to discriminate unfairly against applicants on the basis of a criminal conviction or other information declared.Answering 'yes' to the question below will not necessarily prevent your employment. This will depend on the relevance of the information you provide in respect of the nature of the position and the particular circumstances. |
| Are you currently bound over or do you have any current **UNSPENT** convictions that have been issued by a Court or Court-Martial in the United Kingdom or in any other country? | **Yes\***[ ]  | **No**[ ]  |
| Do you have any current **UNSPENT** police cautions, reprimands or final warnings in the United Kingdom or in any other country? | **Yes\***[ ]  | **No**[ ]  |

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| **COVID-19 Vaccinations:** Please note this section is required by law if the role you are applying for involves working within a care home. |
| The Health and Social Care Act 2008 (Regulated Activities) (Amendment) (Coronavirus) Regulations 2021 make it mandatory for a person working in a care home to be fully vaccinated against COVID-19 from 11 November 2021. |
| Are you fully vaccinated against COVID-19 or exempt from vaccination? | **Yes** [ ]  | **No**[ ]  |
| Are you able to evidence your vaccination or exemption status using the NHS COVID pass? | **Yes**[x]  | **No**[ ]  |

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| **Privacy Statement** |
| We will only collect data for specified explicit and legitimate use in relation to the recruitment process. By signing this application form, you consent to us holding the information contained within this application form. If successfully shortlisted, data will also include shortlisting scoring and interview records. We would like to keep this data until the vacancy is filled. (We cannot estimate the exact time period, but we will consider this period over when a candidate accepts our job offer for the position for which we are considering you. When that period is over, we will either delete your data or inform you that we would like to keep it in our database for future roles. We have privacy policies that you can request for further information. Please be assured that your data will be securely stored by the Registered Manager and only used for the purposes of recruiting for this vacant post. You have a right for your data to be forgotten, to rectify or access data, to restrict processing, to withdraw consent and to be kept informed about the processing of your data. If you would like to discuss this further or withdraw your consent at any time, please contact the Registered Manager to discuss. |

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| **Declaration** |
| The information in this application form is true and complete. I agree that any deliberate omission, falsification or misrepresentation in the application form will be grounds for rejecting this application or subsequent dismissal if employed. Where applicable, I consent that [Business Name] can seek clarification regarding professional registration. |
| **Print Full Name:** |  |
| **Signature:** |  | **Date:** |  |

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| **Supporting Statement** |
| Please add here your reasons for applying. You should refer to the job description and person specification to guide you. It would also be of value to describe strengths and talents that set you apart from others as well as including skills gained from work, home and other activities. |

**Values-Based Recruitment Screening Form**

This should be completed before attending any interview. It will be discussed as part of the interview process.

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| **If I was a service user, I would like:** |
|  |
| **I believe that the service user’s family and relatives would like the following:** |
|  |
| **I believe that I can support a service user because:** |
|  |
| **As a member of the team, I would feel valued when:** |
|  |
| **I believe that a good relationship between the service user and me depends upon:** |
|  |
| **I believe that I learn best when:** | **I believe that a good working team is made by:** |
|  |  |
| **I believe that my role in relation to the service user is:** |
|  |
| **My other beliefs and values relevant to my job role are:** |
|  |

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| **How to shortlist candidates** |
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| Shortlisting candidates is an important part of the recruitment process. A template is included to help you.One way to do this is to follow a process of scoring and reviewing elements in the application process against the job description, advert and very importantly, the person specification. It may be useful to do this as a panel.In each area you can score the candidates: 1. If below level required / does not demonstrate achievement
2. If they meet the essential requirements
3. If they exceed requirements

**Person Specification** has a total of 12 points maximum.* This is made up of three points in each area
* Values
* Education / Qualifications
* Experience
* Role-specific

**Values Based Screening** has a total of 27 points maximum.* These are the questions at the end of the application form. Allocate 3 per answer.

**Application Form** has a total of 9 points maximum.* Training, Employment, Experience 3 points per area.

For those candidates who are shortlisted, these scores will transfer directly on to the interview pack record.It is important to make some notes alongside this sheet in case you are asked to provide formal feedback as to why a particular candidate was not shortlisted.You can now move on to arranging interviews.OrYou can now send out the rejection letters. This should be completed for every candidate as a simple courtesy if nothing more. You never know when you may come across the same candidates further down their career pathway. Template letters are included further in the toolkit. |

 |

**Shortlisting Record**

|  |  |
| --- | --- |
| **Role that is being shortlisted:** |  |
| **Location:** |  |
| **Shortlisting panel:** |  |
| **Score to interview shortlist:** |  |

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Use these scores also on the interview pack** |  |  |
| **Name** | **(12) Person Specification** | **(27) Values Based Screen** | **(9) Application** | **Score (48)** | **Shortlist****Yes / No** |
|  |  |  |  |  | [ ] [ ]  |
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| **Registered Manager’s Name:** |  |
| **Signature:** |  |
| **Date:** |  |

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| **The Interview** |
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| There are many ways to arrange interviews and a phone call is still widely used. Even with this method you need to keep a record of this. It is best practice to follow a call with written confirmation. A letter template is included.You can also send a meeting request to candidates by email which they can confirm and add to their personal calendar.  |

 |

INTERVIEW INVITATION

Your Business Name

Address

Contact Number:

Date:

To: Insert First and Last Name of Candidate

Dear [Insert Name],

Thank you for applying for the post of [Insert Post Title] at (Insert Business Name) and Location.

We would like to invite you for an interview at the above address at [Insert Time] on [Insert Date]. If you are unable to attend, please telephone us on the number provided above.

You should bring the following items with you when you attend, or we will not be able to progress your application:

* Evidence of your National Insurance number
* Right to work documentation
* Either a passport, driving license or other form of photographic identification.

In addition to the above:

* Proof of address, such as an original recent utility bill, a credit card bill, bank statement, or council tax bill. This must include your name and be no older than 3 months.
* Two recent ‘head and shoulders’ photographs of yourself.
* Originals of any training or education certificates which are relevant to your application.
* Any relevant certificates or registration evidence that support your application for this role.

If you are unable to provide any of the above required documents, please contact [enter Registered Manager’s name and contact details] for advice.

Please let us know if you have any access requirements that we need to be aware of and can accommodate before the interview.

We look forward to meeting you soon.

Yours sincerely,

For and on behalf of (Insert Business Name)