

Involving people who need care and support in values-based recruitment

Involving people who draw on care and support in recruitment and retention

This guide helps social care employers include the people they support in the recruitment and retention process.

It is split into four easy-to-read sections, with practical tips and case studies to help.

*Parts of this guide have been adapted from 'How to involve people who use services and carers in staff recruitment and development: a practical guide for employers', Skills for Care (2008).

Why should you involve people who draw on care and support in your recruitment and retention?

Where people who draw on care and support are actively involved in recruitment and retention, they can

- exert greater control and influence over who will support them, resulting in better outcomes

- provide a first-hand experience of what is needed from new recruits

- judge how well a candidate engages and communicates with them

- tell candidates what's important to them, and identify if they have the right values, behaviours and attitudes for the role.

You might also like to include families and carers in the process.

By finding the right people initially who perform well and are more likely to stay, this can improve the quality of care for individuals, save time and recruitment costs, and improve staff retention.



4. Feedback about performance- Assimilate

Before you get started ...

You must prepare properly to involve people who draw on care and support in your recruitment and retention. Here are some tips to help you get started.

3. Provide training where necessary

Some people may want to get involved but feel they don't have the right skills; training might therefore be necessary. Or, they may need structured and planned support to contribute in a meaningful way. Everyone should be properly briefed and have the right knowledge about key recruitment policies.

Here are some areas where people might need training.

- Confidentiality
- Equal opportunities
- Public speaking
- Interviewing techniques

4. Be clear and honest about how much influence people have

It's important to establish boundaries to involvement to avoid disappointment or disagreements later on in the process.

Decide how much weight the views of people who draw on care and support will have in recruiting new workers. If, for example, managers make the final decision but the views of people who draw on care and support are taken into account, everyone needs to be clear about this at the outset.

5. Ensure compliance with employment legislation

Make sure your recruitment and selection process is fair and consistent and complies with relevant legislation such as equality and diversity. You need to make sure people draw on care and support understand what this will mean in practice. Here are some examples.

Every candidate must be treated in the same way. This means asking them the same questions and using the same system to score their responses. Using values-based interviewing techniques, interviewers are upskilled to probe further and record answers so that ~~interviews~~ interviews are consistent and fair.

3. Induction and training

People who draw on care and support can help you to...

Support staff with induction and ongoing training and support

Show new staff around the work environment and talk to them about the way they'd like them to work who

