

## **Recruitment Policy**

### **Statement and Purpose of the Policy**

Serenta Homecare aims to recruit people with the right values to deliver high quality care.

We seek to attract a diverse range of applicants and will monitor our recruitment to ensure that these are effective, and non-discriminatory, for both internal and external candidates.

In accordance with the “protected characteristics” defined under the Equality Act 2010 we will not discriminate on the grounds of age, disability, sex (gender), sexual orientation, gender reassignment, marriage or civil partnership, pregnancy or maternity, race (including colour, nationality, and ethnic or national origin), religion or belief.

All those involved in recruitment activities such as shortlisting and interviewing will be appropriately trained.

### **1. Job Description**

Before recruiting for a new or vacant position, Serenta Homecare will review and define the duties of all posts. The job description will explain the key requirements of the job to potential applicants and assist in the recruitment process by providing a clear overview of the role and what is expected. Serenta Homecare employees are required to work across the organisation.

### **2. Person Specification**

The person specification will state the essential and desirable criteria that the applicant will need to satisfy for shortlisting and selection purposes. The requirements specified will be clear, demonstrable, and non-discriminatory.

### **3. Job Advertisements**

These will include the following:

- Information about the Company e.g., outlining the services provided, Company values
- Essential and desirable criteria for job applicants
- Job location
- Rate of pay
- Type of employment offered e.g., if it is a part-time or full-time, temporary or a fixed-term appointment
- Details of how to apply.

#### **4. Internal Recruitment**

Existing employees will be eligible to apply for vacancies or new roles offering opportunities for development and career progression. They will be required to express an interest in advertised vacancies, given a deadline to do so, and will be shortlisted if they meet the criteria in the person specification for the job and are performing effectively in their current role. Where they do not meet the criteria for shortlisting or selection, they will be given an opportunity to receive feedback from the line manager of the vacant position.

#### **5. Bonus for Referral**

Serenta Homecare offers a bonus payment to existing employees who refer friends or contacts subject to them meeting the recruitment selection criteria and successfully completing one month of employment. This activity will be monitored to ensure that the Company is still attracting a diverse range of applicants. Payment of the bonus will always be at the Registered Managers discretion.

#### **6. External Advertising**

Vacancies will normally be posted online via internet job boards, and will also be advertised on the company's website, social media, notice boards and via leaflets.

Serenta Homecare will attend job fairs were deemed necessary.

#### **7. Application and Selection Process**

On application for a position with Serenta Homecare, all applicants will undertake a values-based pre-screen telephone call/ discussion. If successful at this stage applicants will be invited for a values-based interview either via video call or in attendance at the office.

All successful applicants will be required to complete the company's application form and a health declaration form.

Applications will be treated confidentially and circulated only to those individuals involved in the recruitment and selection process.

Interviews will be used to assess the suitability of applicant(s) for the job or the best applicant for the job and this assessment will be formally recorded by the interviewers on an interview assessment form. Offers of employment will not be made verbally at interview but successful applicants will receive offers of employment via telephone after the selection process is completed.

Shortlisting and selection decisions will be made based on the job-related criteria in the person specification. These will be regularly reviewed to ensure their fairness and reliability, and to ensure that applicants from protected groups are not unfairly disadvantaged.

## **7. Pre-Employment Checks**

Offers of employment will be subject to satisfactory references, satisfying relevant pre-employment checks to confirm identity and ensure that applicants have the right to work in the UK and have the appropriate qualifications and a valid driving licence (where required) The evidence of valid MOT and insurance which includes business insurance included will need to be produced annually with where driving is a requirement of the job.

Original documents are required and will be photocopied by Serenta Homecare after successful interview and job offer confirmed via telephone and by letter.

To comply with our safeguarding responsibilities, Serenta Homecare will request the Protection of Vulnerable Adults (POVA) and all staff will also be subject to an enhanced criminal record check through the Disclosure and Barring Service (DBS) prior to commencing lone working care delivery. Applicants may start the induction and complete training whilst Serenta Homecare await the return of documents. Copies of documentation provided will be kept in the private DBS file.

## **8. References**

All offers of employment are conditional on receiving two satisfactory references from most previous employers that will include a sickness record. Where an applicant does not have previous employers, three character references will be requested from suitable alternative referees who have personally known the applicant for five years or more, they must not be blood related. If a reference proves to be unsatisfactory the offer of employment may be withdrawn. This will be confirmed in writing.

## **9. Medical examinations**

Serenta Homecare will require all successful applicants to complete a health screening form, if there are any concerns with this referral may be made to STH Occupational Health Care Service who will offer the company advice. This is provided by the NHS.

## **10. Disability**

Serenta Homecare will consider any reasonable adjustments that can be made where an applicant has a disability in accordance with the Equality Act 2010 and seek further advice where necessary.

## **11. Employment Offer**

Offers of employment will always be made at the end of the selection process when all short-listed candidates have been interviewed.

## **12. Induction**

New employees will receive full induction training when they join the Company to introduce them to Serenta Homecare and enable them to become fully operational in their roles within 12 weeks. All Employees will be enrolled onto the 12-week development plan to provide support to the employee relating to shadowing, training, and spot checks.

## **13. Documentation and Evaluation**

Records will be kept during recruitment activity e.g., interview assessment forms recording decisions made and reasons why applicants were unsuccessful etc. Access to this information will be limited to employees involved in the recruitment process to maintain confidentiality.

Recruitment file information, i.e., application forms, interview notes etc will be kept on file for period of 6 months. The successful job applicant's documents will be transferred and retained in their personal file which is held securely in the Serenta Homecare office.

Serenta Homecare will monitor applications and recruitment decisions to ensure equality of opportunity.

## **Document Control**

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