

RECRUITMENT POLICY

WHO MUST ABIDE BY THIS POLICY?

All Match Options staff, regardless of whether they are temporary or permanent.

THE PURPOSE OF THIS POLICY:

- To maintain a strong vetting and recruitment process to meet the requirements of various legislation and authorities.
- To ensure fairness by providing uniform recruitment company policies.
- To provide staff members with the criteria for selection and recruitment.

POLICY CONTENT

Interviewers

Match Option shall use only suitably trained and experienced personnel to undertake interviews.

Where nurses/ODPs are recruited, a more senior registered nurse interviews them

Where midwives are recruited, a more senior registered midwife shall be used.

Where healthcare workers are recruited, the interviewer will have suitable experience for the type of assignment that the worker will undertake.

In all cases the interviewer is to be suitably trained and experienced to conduct interviews and to ask questions to the applicant regarding relevant clinical experience and in all matters covered in the sections of the personnel file covered below.

The interviewer shall have relevant qualifications and relevant experience or training in interviewing techniques and shall be able to assess, select and place workers in according to their qualifications, competence, clinical experience and skills.

Match Option's interviewers will undertake individual face-to-face interviews in a location that is secure and private for all potential workers that are short-listed and may be recruited.

For applicants who are abroad, whatever method of the initial interview (phone, video conferencing etc), a face-to-face interview must be held the instance the applicant lands in the UK.

A face-to-face Interview must be conducted prior to the applicant being supplied to a service user.

The recruitment process is simplified by use of a checklist that sectionalises the staff file under the following subheadings

Registration Application Form

Prior to a face-to-face interview the applicant has to complete an application form that meets the requirements of legislation and requests full details of the applicants Previous employment history. Where the history is not continuous, and shows gaps between employers, Match Option shall question the applicant to establish reasons for such gaps.

A full curriculum vitae or employment history and evidence of all previous, relevant training undertaken and details of any previous or current employment by another nursing agency has to be obtained.

The applicant to demonstrate their written communication skills/competent and also to self declare the truth of whatever they have indicated in the form will complete the application form.

The application form should also be completed in front of a recruitment consultant, not only for the purpose of guiding the applicant but also to ensure that there is a structured and documented recruitment process.

Immigration status & eligibility to work

Checks will involve seeing the original of the applicant's, passport, or the original or a copy of their birth certificate. Photocopies of these documents are to be maintained in this section of the applicants personnel file. Details on these documents are to match with those on the application form.

Applicants who are not British citizens or EC nationals and have not been granted permanent status in the UK must produce evidence of the necessary Home office immigration status and permission to take employment including the work permit number.

Match options uses "*Comprehensive guidance for UK employers on changes to the law on preventing illegal working*" issued by the Home Office in April 2004 while reviewing the applicants documents. Copies of the original documents are filed as evidence in the applicant's personnel file.

Proof of address

Photocopies of original proof of address documents must be placed in the personnel file. These include and are not limited to Full UK driving licence, utility bills, Bank statements and any other that are listed on the CRB checklist covered hereafter.

References

It is Match Option policy to request for two relevant written references on headed Paper and/or a tick box form with a company stamp. One of the references must be from each of the most recent employers and must contain details of work undertaken by the applicant.

The references must be from senior line managers from those previous employers.

References must clearly show relationship between the applicant and the referee.

Where the line manager has left employment, then the former employers personnel department will be asked for the reference unless if that former employer has ceased trading. We verbally confirm all references from organisations we are unfamiliar with to validate the organisation and the referee. The references must relate to the last two employment positions.

We also request for a character reference.

Annual references- there are cases where a worker has been with Match Option for more than 1 calendar year. An appraisal form for the worker from the current service user will suffice as an acceptable reference.

Criminal Records Bureau (CRB)

Match Option will undertake Criminal Record Bureau checks for all applicants, and these will be valid for 12 calendar months from the date of issue (for nursing and caring staff) and for 3 years for other types of staff. Criminal Record Bureau checks undertaken via another organisation are not valid for nursing and caring workers.

All CRB checks will be of the enhanced type, and must include both POVA and POCA checks.

Match Option has a very strong policy on Criminal Records checks and these have been in place for a number of years. The company aim to balance safety against being fair and reasonable. If we decided to possibly reject the candidate based on information contained in the CRB check, we then request a statement from the candidate detailing the circumstances of the incident(s), how they are not related to the role and what actions/behaviours the candidate has gone since the incident(s) occurred. We then balance this statement against the candidate's work history, references and interview notes prior to deciding whether to accept or reject the candidate.

All workers are required to inform Match Option if any relevant incidents happen after we have received an unqualified CRB report as covered under the declaration on the application form

Worker Terms and conditions of employment

The Terms and conditions of employment meet the requirements of legislation and employment law including equal opportunity, DOH code of practice for supply of temporary staff and also guidelines on international Recruitment.

However these Terms, which are issued to the worker in writing, specify the relationship between her/she and Match Option.

The Terms include a proviso entitling Match Option to disclose to the service user personal information for audit or other legitimate purposes. This is also covered in the staff Handbook.

This section of the personnel file will also contain a copy of the personal specification/job description that will outline the experience and qualifications required for the position.

Training and Qualifications

All workers will undergo Training and development process as covered under that policy and the staff Handbook. Proof of such mandatory and induction training is filed in the personnel file.

The company's monitor yearly updates on local branch level as well as central head office booking level through the Online Administration Database system (OADS), thus ensuring there is a very limited chance of missing an update.

Fitness to work

Match Option has a robust Occupation Health policy. Documented in the personnel file are details of self-declared health Questionnaire, proof of Immunisation for selected infection Health risks as for Hepatitis, TB, AIDS/HIV, Rubella, and Varicella

Interview notes

This section of the personnel file (also see the Recruitment checklist) contains documented proof of the interview process.

Auditing and compliance

As part of a continual process improvement programme, Match Option has developed a tailor made Online Data administration system (OADS) with privilege levels for different employees that have the capability to address compliance requirements as a result of the company's long experience in the healthcare industry. The system has the facilities that "alert/remind" before expiry of documents and allows placement of only staff that meet criteria. The system is therefore also an improved recruitment management system tool within the company

Employee Charter-Recruitment Specification

This charter is not a replacement but an extract from the Staff Handbook.

- All health care professionals will maintain a smart and tidy appearance. Please note that any individual needs of service users must be met where necessary, e.g. no nail varnishes, no/restricted jewellery, hair tied back, wearing of a specified dress code, etc.
 - Staff are required to have a satisfactory knowledge of the English language if the professional qualifications were obtained outside of the U.K.
 - If staff have previously worked with children or vulnerable adults, they are required to supply verification for the reason for leaving, unless it is not practicable to obtain it. Staff accept to take a CRB check with us.
 - Staff are required to wear Photo ID badge when working for any service user.
 - As stated on the application form, Staff must declare any reason that may negatively effect their physical and/or mental fitness before taking any work placement.
 - All health care professionals will be encouraged to network with other health care professionals registered with us to share best practice and learning.
 - Health care professionals will be required to undertake an annual appraisal of performance, which will specifically identify and address their training needs.
 - Staff are required to familiarise themselves, and adhere to, the staff handbook signed for when provided during registration with us.
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- All complaints received from service users will be subject to an investigation. This will normally be carried out jointly by the service user and us. If staff is the subject of an investigation, a copy of the final report will be provided to that staff. Please note that it is in interest of staff to co-operate with the investigation process.
 - Staff must supply written details of Registration, qualifications, and experience. Match Options will take and retain copies of this in their personnel file.
 - As specified in the Staff Handbook, all staff must inform their Recruitment managers when they are not in good health. Female employees must report when they become pregnant to avoid placement in undesirably risky environments.
 - Staff will receive a six monthly performance appraisal aimed at; identifying training and development needs, acknowledging good practice, overall standard of performance, and constant improvement.
 - Unqualified Nurses Must not get involved with medication without a written authorisation from the Nurse recruitment Manager. Under any circumstances, they MUST never get involved without a DIRECT supervision by a Qualified Nurse at the service users premises.

Sign for receipt of a copy of this charter:

Name:

Signature: Date: ____/____/____

Sectionalised Personnel staff file per the recruitment checklist

