



Recruitment toolkit: process for ring-fenced roles



Registered Charity No. 1062674

About

Co-production has been at the heart of the Booth Centre since we opened in 1995. Now, we endeavour to reach out and work with more organisations that share our values. We have produced a series of good practice guides and toolkits that document our approach. These include our approach to partnership working, supported volunteering, working with the media, recruitment and use of language. We hope these toolkits can easily be adapted for use in your service.



Stage 1: Review the role and support structure

When a vacancy arises we will review the role, job description and person specification and make a decision about a mentor/support worker.

Stage 2: Seek personal recommendations

Identify individuals who may be suitable for the role (rather than openly advertising). This would be done firstly internally, then by contacting partners. If they cannot recommend anyone they think would be suitable, we would contact other organisations in the sector.

We would seek personal recommendations through having a conversation with the partner organisation;

- explain the type of person we are looking for in terms of their experience/attitude to work, their skills,
- where they are on their journey in relation to housing/drug/alcohol/mental health, etc.
- We would also want to establish how connected they are to people who currently access our service and we would consider whether this may create any issues as pertains to them working within our Professional Boundaries guidelines.

This would need to be an honest conversation with the service recommending, with the understanding that they would not recommend someone who they did not think was ready/suitable for this role. We do not wish to inadvertently set anyone up to fail.

Stage 3: Invitation to an informal meeting

A support worker would ask the person if they would be interested in finding out more about the role and arrange an informal meeting with an agreed team leader who would be part of the Recruitment Panel. At this meeting the team leader would show the person around the Centre (if they didn't know the Centre) during a morning when we are busy and have a general discussion about the role, what would be expected of the worker, what support would be available and the recruitment process. They would then ask them if they would be interested in doing a taster morning.

Stage 4: Taster morning and application form

At the end of the informal meeting the person would be asked if they would like to do a taster morning, and if they then decided to apply they would be asked to complete an application form (with the offer that they could come to our Job Club for help to complete the form).

After the taster morning feedback would be sought from staff and volunteers who had worked with the person using a feedback form. This would then be considered along-side the application form by the Recruitment Panel to decide if the person would be offered the opportunity of doing a one or two-week work trial. If they were not going to be offered a work trial then they would be offered constructive feedback and support to find them an alternative job using our employer contacts and job club.

Stage 5: Work trial, DBS check and interview

The person would be invited to complete a one or two-week unpaid work trial. As part of the work trial we would have at least 2 sessions with the person to discuss the expectations for the role and the support package that we would offer. This would include discussing guidelines about expected behavior, professional boundaries, confidentiality, etc.

At the start of the work trial they would complete their paperwork to apply for a DBS check.

Feedback would be sought from staff, volunteers, and the worker who has done the sessions around role/support using a feedback form.

On the last day of the work trial the person would attend an interview with the recruitment panel. The recruitment panel would make a decision about whether to offer the job based on the feedback, the application form, the personal recommendation and the interview.

Either the person would be offered the job subject to the outcome of the DBS check or they would be given feedback about why they were not being offered the job.

They would be given a voucher to thank them for the work they had undertaken and would be offered support to find them an alternative job using our employer contacts and job club.

If someone is not appointed, then this process would be reviewed and repeated until we make an appointment.

Stage 6: Starting work, induction, work mentor and support to move on

The appointed person would start work once the DBS check has been completed and the person who gave the personal verbal reference has completed a written reference.

An induction process would be planned in advance and would include:

- An orientation to the Centre – keys, lockers, staff introduction etc.
- An introduction to Citrus – new starter form, etc.
- Our Vision, Mission, Values, Staff handbook and a discussion around relevant policies/guidelines.
- A plan of training sessions that the person should complete with dates.
- On the job training with a designated worker
- Weekly supervisions for the first month with the line manager
- A meeting with the work mentor on their first day to make a plan for what support will be offered and to help them to settle in.

The support plan could include:

- Checking in with them each day for the first week
- Going over boundaries and establishing if there are any pre-existing friendships with anyone attending the service and being really clear on how to manage this – transparency, referring to the boundaries guide
- Checking in with them at least weekly for the first month
- Identify training needs, both on the job and external training, or one-to-one sessions in-house and plan this into the week
- Having lunch with them for the first few days
- Start up support: helping them update the DWP and housing provider/housing benefit about starting work, applying for any in work benefits, ensuring they have the clothes/equipment they need for work, helping them with into work payments.
- Housing support: helping them throughout their employment with any housing issues or housing move-ons or other support issues such as accessing health services etc.
- Employment support: helping people to see this role, from the start, as a spring board into other work, helping them to update their CV.
- Having regular conversations about what job they would like to move on to and helping them with applications.