

RECRUITMENT OF STAFF

Purpose

Kingdom Healthcare will provide our clients with quality staff who are trained and best suited to their needs and/or the framework specifications for agreed contracts. To help with the selection process, we have a checklist which helps us to find the eligible requirement of staff which we will recruit and a passport to ensure staff transferring from one service to another meet the bespoke criteria to transfer. This policy operates in conjunction with the company's equal opportunity policy and has taken into consideration recent employment legalisation changes (Ref: Labour Relations Agency 2020) and minimum criteria set out by RQIA 'Recruitment for staff' standards plus the RQIA's Inspectors feedback from March – October 2022.

This document should be read in conjunction with the Recruitment Workflow Document (Appendix 1). The respective steps in that workflow are cross referenced in red.

1. Recruitment Procedure

When a position requires filling management confirm the Terms and Conditions (T&Cs) plus an agreed Job Description for the role.

Advertisement/Enquiry

Sources of temporary healthcare professionals

The agency sources its temporary staff through a variety of channels:

1. The Job Market and individual Job Centres
2. The local Press at intervals
3. Job and Healthcare fairs
4. Kingdom Healthcare' Newsletter
5. Referrals from our stakeholders
6. Bulletin boards
7. Kingdom Healthcare web sites
8. Exhibitions, healthcare, and training
9. Conferences
10. Google AdWords and campaigns
11. Sponsored charity and industry events
12. Flyers
13. Social Media i.e., Facebook, Twitter, Instagram, LinkedIn, Tik Tok (added October 2022)

A full up to date Recruitment Pack for each of the relevant positions is obtained from the division's appropriate share drive.



The relevant recruitment pack will contain all documentation including pay rates and training schedule.

Kingdom Healthcare have a team of Recruitment Officers that will work with the Management, Co-ordinators, and Allocating & Booking Officers to recruit and select the appropriate skilled and experienced staff perform the tasks assigned to them.

There are various social media platforms, flyers, exhibitions, job-fares, Nursing and NVQ/QCF/Access Sources in Health & Social Care Colleges, competitions, vacancy/position advertising, editorials, blogging and many more avenues to reach candidates for specific job roles in various geographical regions.

Only archive staff that have agreed to receive information or on updates, job vacancies or training can be contacted. In the instance of an individual being aggrieved due to unsolicited contact we must apologise and respectfully remove the name and contact details from Kingdom Healthcare database to ensure no further disturbances are made. Kingdom Healthcare employees must abide by GDPR, General, Data, Protection Regulations.

Each Kingdom Healthcare representative is encouraged to use their bespoke email addresses, first names and office telephones numbers to accept enquiries. The completed enquiry form is scanned to the relevant Recruitment Officer on the same business day and an application form dispatched via email or preferably posted to suitable candidates.

The Kingdom Healthcare' Representative will be experienced and knowledgeable of the criteria of each position to make fair and safe decisions as to a candidate's experience, attitude, and competencies. Thus, not building up candidates hope of future work if we know they are unsuitable.

Inadequately completed 'Enquiry Forms' will result in the Recruitment Officer coming back to the author seeking omitted details. It is more efficient to complete documentation at point of origin.

Enquiry Procedure:

1. Scan completed Staff Enquiry Document to the relevant Recruitment Officer, Nurse, Co-ordinator, or Allocating & Booking Officer who will set up the appropriate Recruitment Pack.
2. Email candidate an application form with agreed time for Interview. If application form needs posted, post 1st class large envelope stamp within Northern Ireland or as appropriate to each destination.
3. Request candidates to return completed application form at least 48 hours before the Registration/Interview with photos of ID as listed in the application form.
4. On receipt of completed Application form, the Kingdom Healthcare Representative will furnish the candidate with further relevant Recruitment Pack documents in preparation for the interview. i.e., Nurse/Carer Skill Profile, Kingdom Healthcare Agency Agreement including Kingdom Healthcare Code of Conduct, Fair Employment Monitoring Form (can choose to post in), Pay Rates and Bank Holiday Entitlements, Applying for Access NI, Applying for NISCC Registration (if not already a member), New Employee Start Form.

2. Interview (SOP Registration Appendix 2)

All interviews must be completed by a trained Kingdom Healthcare' Representative; on the NMC register to interview Nurses; with the capabilities to decide if candidates are suitable for Kingdom Healthcare temporary or permanent positions. The interviewer will ensure that:

- application forms are completed fully together with Healthcare Professional Questionnaire and Staff Skill Profile
- the candidate is interviewed in person and is the individual applying for a position.
- interview notes are recorded on the candidate's application documentation and signed with full signature and date by the interviewer
- details are taken for references including referees' titles, telephone numbers, email, and business address. Candidates on acceptance of suitability by Kingdom Healthcare must ask their referees to return reference requests asap.
- a full employment history is taken from school leaving ensuring gaps are accounted for
- qualifications obtained are verified by photocopying awarding certificates.
- if a CV supplied, ensure it is a latest version, sign to validate it has been checked and attached to the application form, and ID validation form populated and signed off by the recruiter
- the required identity checks are done, photocopied, date and signature of person copying is recorded
- if candidate is eligible for a position with Kingdom Healthcare, they are informed of enhanced Access NI protocols and must advise us of potential information that may affect their suitability for positions in Kingdom Healthcare employment.
- details of immunisations are obtained, and a GP surgery's confirmation to permit Healthcare Professional to work on NHS sites
- photographs are taken and the name of the candidate printed on back with initial of interviewer and date verifying this is likeness of photo picture.
- immigration status is checked for candidates from relevant countries
- certificates and qualification evidence obtained which can verify this undertaken otherwise not considered as valid.
- Driving licence and motor insurance for business use mandatory, car insurance expiry dates noted to ensure cover continues. This is relevant if driving is mandatory for position applied for.

Please note that it may on occasions be necessary to conduct the Registration Process Remotely using Zoom or alternative video call solution. If that is necessary, then please follow the procedure outlined in Appendix 7

3. Record filing and storage

Documentation relating to each candidate's registration will be stored in an individual named 20 sleeve folder and stored in locked filing cabinet for 'Potential' staff. Each of the 20 sleeves within this folder will have a specific document type storage purpose as outlined on the index log in sleeve one (Appendix 3). The interviewer decides on the best office site that can provide

employment for the candidate's remit. The checklist is completed and formally handed over to the appropriate Kingdom Healthcare Representative. The appropriate Excel Spreadsheet at Kingdom Healthcare Healthcare/ Care College - General\Belfast Staff Drawers\Pending Drawer Belfast should be updated with the details of the prospective member of staff. This should then be continuously updated at the relevant stages throughout the Recruitment/Training/Confirmation of Employment process

4. Referencing Process for Candidates (including that for overseas candidates)

- At least two professional references are taken from at least the current or most recent previous employer. Kingdom Healthcare will take details of three appropriate referees.
- A Reference Form (Appendix 5) is populated and emailed to the referee, followed up with a telephone call 2 days later requesting a speedy return would be appreciated. If a candidate is working with children a reference is obtained to confirm previous work history with children.
- All references are checked, and an employment decision is made. The person checking must sign and date the reference with decision recorded. If there are any doubts another reference is taken and/or the details of the reference are discussed with the referee for clarification.
- All references are logged on CarePlanner and then filed in the candidate's permanent file.
- The Pending Drawer Spreadsheet should be updated to reflect status

5. Enhanced /Barring Access NI Disclosures

- All agency staff are required to obtain an enhanced barred list check before placed in employment. Disclosures reflecting prior conviction and cautions are dealt with on an individual basis and no candidate with a record indicating possible risk to either clients or patients are accepted for work. Additionally, questions will be asked as part of the interview process to ensure that people with such records are not inadvertently placed in positions of employment with access to vulnerable adults or children.
- Discrimination is not permissible hence such information obtained in processing applications is strictly confidential, and only accessible by authorised individuals.
- Agency healthcare professionals are required to apply for Enhanced Access NI on acceptance phase of the recruitment process and three yearly thereafter as per Kingdom Healthcare policies. However, our employees have a duty to inform Kingdom Healthcare of convictions, cautions etc that may affect the Disclosure contemporaneously.
- Kingdom Healthcare complies fully with the Codes of Practice regarding 'Record Keeping' and GDPR.
- Disclosure information is only passed to those who are authorised to receive and process it. Kingdom Healthcare General Manager will maintain this list of Authorising Officers.
- Process completion is logged on CarePlanner and then filed in the candidate's permanent file.
- The Pending Drawer Spreadsheet should be updated to reflect status

6. Health Declaration

The successful applicant will complete a Health Assessment Questionnaire and provide an Immunisation Status Record showing the necessary vaccinations and immunity levels are received to practice are currently in place. Medication consumption either routine or as required will be discussed. Untoward medical conditions that may affect the worker's ability to carry out their healthcare role will be discussed by The Kingdom Healthcare Registered Nurse and the candidate requesting to provide further confirmation of 'fitness to work' or attend an Occupational Health Specialist for assessment prior to commencing duties. A Registered Nurse or authorised Kingdom Healthcare' Registered Manager must sign to verify candidates 'fitness to work'.

7. Statements of Main Terms and Conditions of Employment with Kingdom Healthcare.

During the registration process the candidate will be introduced to the agreements. All documents must be signed as understood before the candidate delivers services. The interviewer will read out the Kingdom Healthcare Code of Conduct and go through the Agency Workers Agreement outlining each sub section and the Job Description

8. Quality Control and validating eligibility to deliver services.

The recruitment checklist is updated at each stage, checked daily by the recruiter to place candidate into work at the earliest period eligibly possible including NMC confirmed, NISCC applied, and confirmation received, Access NI returned and acceptable, reference requests received and acceptable, professional indemnity insurance in place and immigration checks for appropriate nationals verified.

Kingdom Healthcare will issue the Healthcare Professional:

- Updated Kingdom Healthcare Training schedule including allocated training dates (Appendix 4)
- Training date, time, remote access link if appropriate
- Kingdom Healthcare Workbook will be issued on the first Training Day.
- Photographic ID badge with healthcare worker's signature
- Uniform
- Timesheets
- 'Start to work' document to inform payroll of payslip details
- Job Description
- A4 profile page to be issued to clients with nurse competencies and skills.
- Handover or shadowing checklist to bring to new client's sites.
- A starter pack of Personal Protective Equipment

The Healthcare Professional's details are added to CarePlanner, a bespoke, software application that stores and intelligently manages all information on all candidates. All information is available to Kingdom Healthcare 24/7. The system also generates reminders to the Kingdom Healthcare

office staff and the candidates/healthcare professionals when checks e.g., Access NI Disclosures, training dates imminent.

NISSC/NMC: The Healthcare Professional will automatically be placed on Kingdom Healthcare monthly checklist for auditing status of NMC/NISSC, training, and professional indemnity by Team Leader/Training Officer/Allocating and Booking Officer. Random files are checked by the Registered Manager each month and at appraisals; results of audit and actions taken are recorded in the Registered Manager's Monthly Monitoring report.

9. Training and Induction

All Kingdom Healthcare staff must complete Kingdom Healthcare Induction Training before delivering services to our clients. This will orientate the healthcare professional to our culture, values, procedures staff handbook as well as ensuring the potential employee is knowledgeable and competent on all mandatory subjects as regulated by RQIA as minimum standards. Each topic covered in the 3-day Induction module must reach a pass grade before any work shift can be commenced. The workbook mentioned above will be completed during the training and marked at the end. Failure to achieve a pass grade in the module and/or the workbook will prevent commencement of work.

10. Commencement of work

Healthcare professional must be informed of:

- The need to undertake shadow shifts
- The need to complete a practical handbook or shadowing record.
- Site name and address, type of unit/ward and any specialised skills required, start and finish time of shift and where he/she is to report for duty. Directions and car parking arrangements may need to be provided.
- The worker is reminded to arrange for an estimated arrival time 15 minutes prior to shift start time to familiarise oneself with environment, fire exits and board and the unit/ward buzzer and alarm system. Time for changing into uniform onsite must also be factored in.
- Nurses are supplied with 'Professional Handover Templates' to record and ensure relevant topics handed over by client's staff and vice versa.
- Each Healthcare Professional will be shown how to download Careplanner which will advise of appropriate details of their duties.

The Homecare Divisions will organise various 'shadowing runs' accompanied by experienced, mentoring DCAs or more senior Kingdom Healthcare' Representatives. The Mentor records the quality and performance level of the DCA's activities. Only when Kingdom Healthcare is satisfied an optimum level of knowledge has been reached to complete activities as a 'lone worker' and that the new DCA is confident they are competent, will a signing off complete the Recruitment Process. All DCAs will complete a practical handbook or shadowing record.

11. Post first shift

Kingdom Healthcare will contact the Healthcare Professional post completion of first shift with the company to assess how he/she was received and their feedback. Kingdom Healthcare will, via telephone, request the professional's feedback on conduct and performance and will request the client complete a Member Assessment (Appendix 6) or convey feedback over the phone, thus scoring performance as a percentage.

The appropriate division in Kingdom Healthcare Homecare supports the new employee, particularly over the initial 3 months. At 3 months the worker is given candid feedback recorded on a Job Char form or on Care Planner. This will take into consideration Service User's/Client's feedback and the employee's standards upheld alongside our values:

- **professionalism** e.g., attending training, good records, grooming, uniform etc.
- **reliability** e.g., timekeeping, implements actions within time frame.
- **effective communication** e.g., telephone/email correspondence

At 5 months the Interviewer or accountable Coordinator/Quality Monitoring Officer/Recruiter must complete a probation meeting with the worker, informing them if they have been successful or if there is a valid rationale for extending their probation period.

Equal Opportunities

The employment business is committed to the principle of equality regardless of race, colour, ethnic or national origin, religious belief, political opinion or affiliation, sex, marital status, sexual orientation, gender reassignment, age, or disability. Policies will be applied that are fair, equitable and consistent with skills and abilities.

The employment business is committed to seeking working environments that are free from any flags, emblems, graffiti, or any other material likely to be provocative, offensive, intimidating, or in any way likely to cause discomfort or unease for any employee, customer, supplier, visitor, or worker. This applies to festive, religious, sporting and any other occasions. You must not discriminate or cause offence or apprehension of a religious or political nature to any person or group of people. Kingdom Healthcare Representatives will comply with this policy.

Associated Policies

- Staff Induction
- AccessNI Validation

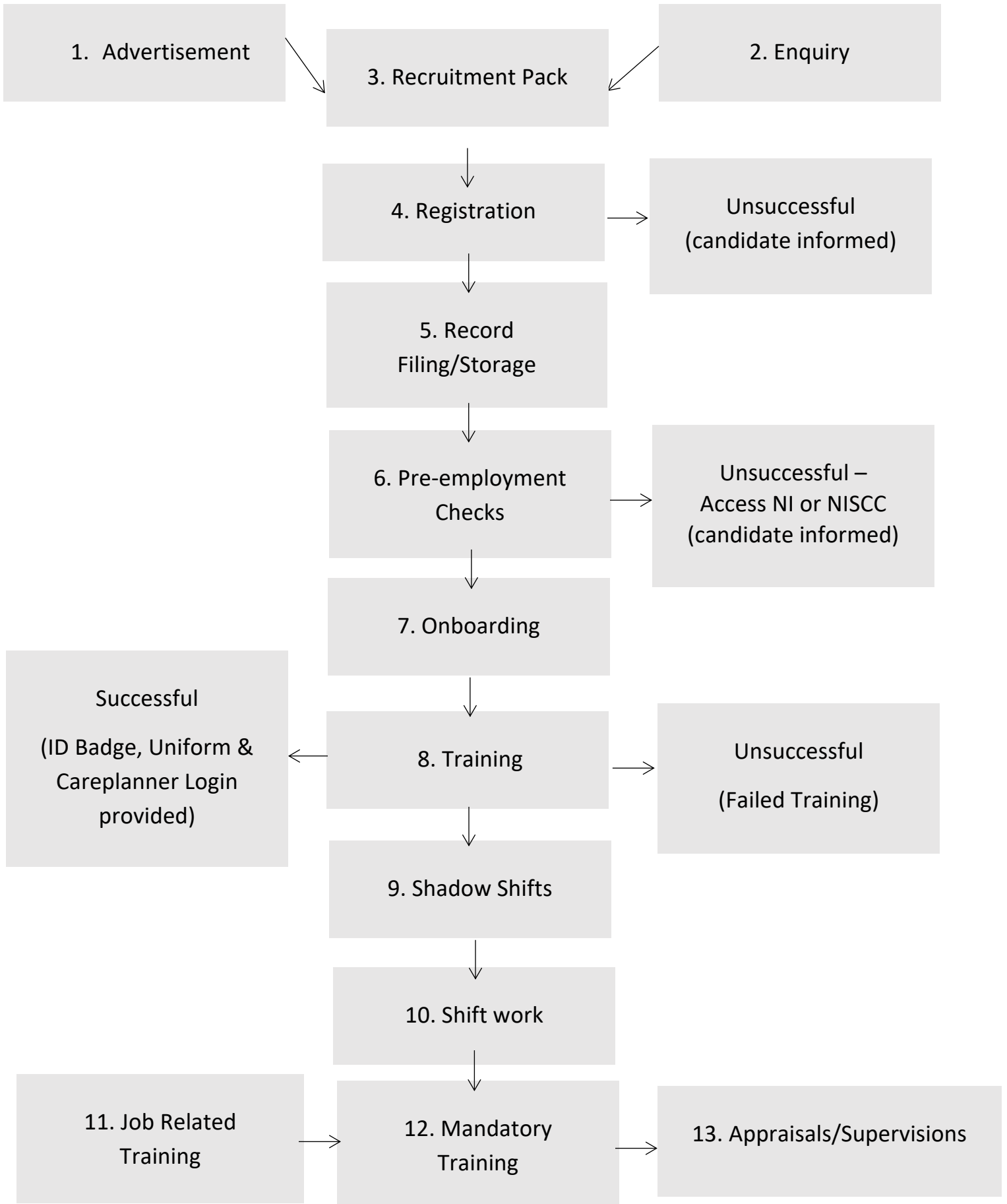
Responsibility

- Kingdom Healthcare Registered Manager
- Kingdom Healthcare Homecare Registered Nurse
- Recruitment Consultants
- Business Support Manager

Appendices

1. Recruitment Workflow Document
2. SOP Registration
3. Sample Recruitment index from application pack
4. Booking Staff on to Training
5. Reference Form
6. Member Assessment
7. Remote Recruitment

Appendix 1 Recruitment Workflow



Appendix 2

Name of Standard Operating Procedure: Registration Meetings
Department Applicable To: All Departments & All Employees
Reason for Procedure: To determine the suitability and eligibility of all potential applications to Kingdom Healthcare Bespoke Nursing Care.

Procedure

1. Staff Enquiry

- All Staff must complete a Staff Enquiry Form for every applicant that registers interest.
- 6 months paid experience is necessary before applicant can progress to registration meeting (Exception for students, Registered Nurses as they will have supervised experience).
- Application form to be emailed or collected in person from Kingdom Healthcare Office.
- Date and time of registration meeting agreed.

2. Registration Meeting

- Contact candidate the day before and confirm that they will be attending and bringing all relevant documentation.
- Obtain consent for Temperature check on arrival.
- Escort them to sanitization station for handwashing.
- Provide candidate with necessary PPE.
- Explain briefly what will happen during registration meeting.
- Go through Recruitment Presentation speak slowly and clearly and regularly check if the candidate has any questions.
- Provide relevant paperwork for completion.
- Take the documents for photocopying and copy sign and date all documentation provided.
- Interview notes to be completed clearly, signed, and dated.



- By the end of the registration meeting the recruiter will have ascertained enough information of suitability to proceed further with candidate or decline at this time.
- If candidate is to proceed further liaise with Training Team to book induction.

Responsibility

- All Kingdom Healthcare Staff

Associated Documents

- Staff Enquiry Form
- Application Form

Appendix 3

Index and log of Nurse recruitment process

- 1) Log of Candidate, English Competency, Recruitment Checklist
- 2) Application Form
- 3) Profile, Photos & Copy of ID Badge
- 4) Contract for Employment
- 5) Employee Staff Handbook & Health & Safety Handbook
- 6) Healthcare Professional Questionnaire, Staff Skill Profile
- 7) References
- 8) References
- 9) Photographic ID, Birth Certificate/Marriage, Proof of Address, Proof of NI Number, Passport, Visa
- 10) Insurance Documentation, Union Membership
- 11) Proof of NMC PIN & Professional Qualifications/NISCC Registration
- 12) GP/Occupational Health vaccination history, Declaration of Health
- 13) Training certificates – Induction & Manual Handling
- 14) Training certificates – POVA & First Aid & CPR
- 15) Training certificates – Administration of Medications & Health/Fire Safety
- 16) Training certificates – Infection Control & Any other Training
- 17) Members Assessment/Spot Checks/Supervisions
- 18) Appraisal/Job Chats
- 19) Correspondence / Communication with Candidate
- 20) Copy of Access NI Log of Candidate

	Good	Fair	Poor
English – Oral			
English – Written			
English – Comprehension			
Comments			

Signed: _____ Date _____

Appendix 4

<p>Name of Standard Operating Procedure:</p> <p>Booking Staff on to Training</p>
<p>Department Applicable To:</p> <p>Healthcare & Homecare</p>
<p>Reason for Procedure: To ensure that staff are efficiently booked on to their required training session and there is a clear indication of who is booked for sessions.</p>

Procedure

1. During candidate's registration meeting, they should be supplied with the training timetable to ascertain which dates of training they can attend.
2. Once established, the recruiter should go to the Care College drive to check the availability of places on this date.
 - Step 1: Care College Drive
 - Step 2: Training Log
 - Step 3: Training Timetable
 - Step 4: Open relevant month
 - Step 5: Find relevant date on tab along bottom of spreadsheet
 - Step 6: Ascertain if there are any available spaces, if so, proceed to book candidate.
3. To book the candidate into the training session, you must record the following information in full.
 - Name
 - Contact Number
 - Email Address
 - Position
 - Experience
 - Booked By (Your Name)
 - Branch (Your Division)
4. This information will be used by the trainer to confirm attendance and communicate with the upline of the booked candidate.
5. Following the training session, the trainer should complete the last three columns of the training log
 - Attendance

- Completed
 - Workbook
6. Once all columns have been completed, it will be confirmed by the Trainer that the candidate has passed their training, this will be recorded on CarePlanner and the relevant workbook and paperwork will be forwarded to the candidate's branch for filing in their HR file

Responsibility

- Recruitment Officers
- A&B Officers
- Trainer

Associated Documents

- Training Timetable
- Training Log Spreadsheet
- Training Material
- Training Attendance Sheet

Appendix 5

Name of Standard Operating Procedure: Applying for References
Department Applicable To: All Staff
Reason for Procedure: Pre-Employment Checks are compulsory as per are the RQIA, Department of Health and Public Safety Minimum Standards.

Procedure

- Verbal Consent to be obtained from candidate to contact referees during Registration Meeting.
- One of the referees must be current or previous employer.
- Reference Request Pro-Forma to be sent to each of the referees via email.
- Follow-up email after 2 working days if no response from referee.
- Follow-up phone call after 4 further working days.
- Weekly contact to be made with candidate regarding progress of the on-boarding process.
- Inform Registered Manager if reference is unsatisfactory.
- Recruitment Checklist to be completed at each stage of the onboarding process.

Responsibility

- All Kingdom Healthcare Staff

Associated Documents

- Reference Pro-Forma
- Recruitment Checklist
- Application Form



Appendix 6

MEMBER ASSESSMENT – KINGDOM HEALTHCARE			
We would appreciate a minute of your time to inform us how you believed our Kingdom Healthcare worker carried out their activities. This will assist in providing clients with exemplary service and provide feedback for individual appraisal and career development. Thank you for your consideration.			
Staff Member:	Qualifications/Position Hired As:		
Site worked:	Kingdom Healthcare Rep:		
Please tick the appropriate boxes below			
	Excellent (10)	Satisfactory (5)	Poor (0)
Timekeeping, Punctuality as per booked shift times Comments:			
Dress and Hygiene levels, Uniform and Self-Grooming ID Badge Visibility Comments:			
Clinical skills if appropriate Comments:			
Team Working effectiveness Comments:			
Reporting to up line or effective handover Comments:			
Record keeping skills if appropriate Comments:			
Verbal reporting skills Comments:			
Listening and adherence to instructions Comments:			
Ability to liaise with Medical Services/Family/Visitors to unit. Comments:			



Would you like this staff member back on site for another shift? Comments:	Yes	Maybe	No
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Score: _____/100

Care Worker Contacted	Agreed with Score	Sign Off RNM
Sign: _____ Print: Date:	Yes/No Comment:	



Appendix 7

REMOTE RECRUITMENT PROCEDURE

Policy

During period of Social Isolation to save lives, Kingdom Healthcare is required to recruit vital, committed healthcare professionals to fulfil healthcare and homecare solutions in our communities.

Procedure

Kingdom Healthcare will be required from time to time to conduct Registration Meetings/Interviews remotely.

Stage 1

Enquiry Procedure:

1. Email candidate an application form with agreed time for Interview via Teams/Zoom. Set up remote Professional Meeting Date & Time. If application form needs posted, post 1st class stamp for large envelopes within Northern Ireland or as appropriate for destination.
2. Request candidates to return completed application form at least 48 hours before the Interview with photos of ID as listed in the application form.
3. On receipt of completed Application form, the Kingdom Healthcare Representative will furnish the candidate with further Recruitment Pack documents in preparation of the Interview. i.e., Nurse/Carer Skill Profile, Kingdom Healthcare Code of Conduct, Fair Employment Monitoring Form (can choose to post in), Pay Rates and Bank Holiday Entitlements.
4. Kingdom Healthcare has limited Zoom Professional licences hence it is necessary meetings last no longer than 60 minutes. Microsoft teams preferred medium for interview use.

Stage 2:

Registration Meeting/Interview

Interviewers go through all documents, ensure signatures and dates are complete and that relevant interview notes are recorded as per 'Record Keeping' guidelines, Nurse or NISCC.

Interview Procedure:

1. Interviewer arrives 5 minutes before start time with:
 - Completed application Form, details checked at each line
 - Candidates printed ID Documents match person being interviewed
 - Candidate's photo
 - Kingdom Healthcare Agency Agreement discussed and red out to application to seek approval or disapproval
 - Kingdom Healthcare Code of Conduct.
 - Fair Employment Monitoring Form
 - Pay Rates and Bank Holiday Entitlements
 - Applying for Enhanced Access NI protocols agreed
 - Confirmation of NMC/NISCC registration
2. The Interviewer takes note of the timekeeping, mannerisms, attitude, and knowledge base of the candidate which will be recorded in the Interview Notes.
3. Step by step, the Interviewer reviews the completed application form, initialling spots that need completed or revised.
4. The Interviewer asks the Healthcare Professional Questionnaire and scores appropriately, taking note of competencies and gaps in knowledge.
5. At the Check List stage, the Interviewer certifies the photocopies are true copies of the candidate's actual hard versions of ID.
6. By this stage, the Interviewer will know if it is suitable for the candidate to continue with Kingdom Healthcare Recruitment Process. If they are not, reasons are provided diplomatically, not offending the candidate but advising that you do not wish to waste their time or money (e.g., Access NI).
7. On continuation, point out the pay rates and enquire if the candidate has any questions.
8. Briefly outline the Agency Workers Agreement, note the Healthcare Professional will acquire 12.07% Working Time Directive (WTD). This works out approximately that for every 8 hours a Worker works, they will accrue 1 hour to be paid out on receipt of an approved Holiday Request Form; taking a break from work within the working year (1st April- 31st March). In a spirit of fairness to all and ensuring WTD is taken to abide by Health and Safety Regulations – No Kingdom Healthcare employee can carry holiday pay/WTD forward into another year.

9. Point out the 'Confidentiality Clause' and read through the 'Kingdom Healthcare Code of Conduct'. The candidate can sign and date, scan/photo & send to the Interviewer who will sign and scan back a copy to the candidate.
10. Ask the Candidate to complete the 'Fair Employment Monitoring Form'. If wished, they can post back anonymously as instructed.
11. The Candidate can message through a selfie or professional photo to be
 - attached to the Application Form
 - attached to the Kingdom Healthcare ID Badge
 - used for the Workers Profile
 - spare for updated ID Badges. The interviewer records if the photo is a true likeness to person being interviewed
12. The candidate is directed to the Access NI procedure. They are requested to pay for the check, which is personal to them, into a Kingdom Healthcare Account. They are asked to use their first name and surname as a reference.
13. Candidates NMC status is verified ensuring validity and no conditions on practice. If not a Nurse; NISCC registration checked. Candidates who are not already on the NISCC Register are requested to immediately apply. All Social Care Workers (DCA's, HCAs, SWs) are prohibited from being paid for providing services to vulnerable adults and/or children until they are a NISCC Registrant.
14. A date is given to attend Kingdom Healthcare Induction Training, full 3-day programme is mandatory.
15. All records are filed and stored. The appropriate Excel Spreadsheet at Kingdom Healthcare' Care College including training dates and recruitment tracker.

Appendix 8

RECRUITMENT PROCESS

Interviews checklist of process:

- **Application form requested** – check if the applicant has a minimum of 6 months paid experience working as a Nurse/Healthcare Assistant/Support Worker. They will be required to do shadowing shifts in Nursing Complex Client or domiciliary post Induction Training and will not be employed on rotas until deemed competent in the role.

- **Arrange Interview** – confirm date and time with applicant via email. A Registered Nurse must interview Nursing applicants. Inform them that they are required to bring £33 for their Access NI (Police Check) if deemed appropriate for the position and the following documents with them on the day of interview:
 - a) Proof of ID (Passport/Driving Licence)
 - b) Residency Permit (if necessary)
 - c) Birth/Marriage Certificate
 - d) Proof of NI number
 - e) Proof of Address
 - f) Proof of NMC Pin Number/NISCC registration
 - g) Nurse Professional Indemnity Insurance
 - h) Proof of Vaccinations
 - i) Driving Licence
 - j) Proof of Car Insurance if appropriate

- **Documents** – the following documents are to be completed when the applicant arrives for Interview:
 - a) Equality Monitoring Form
 - b) Competency check list
 - c) Knowledge based questionnaire

Interview Process:

1. Thank the applicant for their application and attendance
2. Check allowances made for accessibility if appropriate
3. Check documents for missing signatures
4. Go over application form and ensure all sections or gaps are fully completed
5. Confirm applicant has read and understand what they have signed on application
6. Discuss work history and roles. Ensure they have given a full work history and state date, month and year worked, explaining any gaps in employment
7. Check named referees. One must be from their most recent employer and healthcare related
8. Complete staff skills profile and interview questions and ensure they are signed
9. Check original ID documents and copy for file. Check dates of expiry

10. If applicant is successful, explain what is required in order to get them cleared for work:
- a) Enhanced Access NI check (they can either pay the £33 in cash (receipt to be given) or by bank transfer)
 - b) 2x satisfactory references (dates must match what they have stated on the application form)
 - c) Completed training (agree training date and book them on), minimum 3 days Kingdom Healthcare Induction, if satisfactorily achieved more bespoke training may be necessary for their position
 - d) NISCC registration (if not registered they must complete application before being cleared to work). If previously NISCC registered and have let it lapse, then they cannot work until they have reapplied and given clearance from NISCC. Instructions on how to apply for Access NI and NISCC are attached with application form. Required documents for NISCC registration must be endorsed and given to applicant to upload with their NISCC application

Making up files: **Red** files for HCA/SW and **Blue** for Nurses:

1. Follow index and log of carer and recruitment process and file documents in correct order
2. Send for references
3. Book onto Induction Training Programme
4. Update pending applicant onto recruitment tracker

When ready to be cleared to work:

1. Inform HCA/SW that their file can be signed off and arrange for them to come into the office and collect their ID badge and uniform – copy both sides of ID badge to hold in their file. Ensure signed Agency Worker Agreement and Code of Conduct
2. Co-ordinator or Booking & Allocating Team to explain how to complete timesheets, how to submit timesheets and how shifts are sent out and received/how to accept shifts including provision of unique Careplanner App and login
3. Ensure they complete the new starter form, scan, and email to payroll
4. Do a final check that all necessary documents and signatures are present
5. Complete Nurse/Carer profile
6. Registered Manager to sign off file, in absence of the Registered Provider or a Registered Nurse can authorise sign off
7. Update recruitment tracker
8. Activate healthcare professional on Careplanner
9. Store file alphabetically in locked cabinet