

# Recruitment & Induction Policy (NHS Candidates)



## Policy & Responsibilities

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### Document History

Date	Rev	Comments
08.04.21	01	Revision of statement
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Prepared By	Signed	Date
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### Recruitment Process

Reachout Medical's recruitment process is fully compliant with NHS Employers Check Standards, the Care Inspectorate's Safer Recruitment guidelines and RQIA requirements. Placement procedures (including all elements of the recruitment and assessment process) will be overseen by a Clinical Manager who is more senior than the candidate being placed and who holds current registration with the NMC / GMC for nurses and doctors respectively.

Diversity and inclusion are critical to our business and we are committed to recruiting the best possible person for each job irrespective of sex; race (including colour, nationality, ethnic or national origin); religion or belief; age; disability; marital status and civil partnership; sexual orientation; gender reassignment; pregnancy and maternity in line with the Equality Act 2010.

### Advertising

Advertisements will be placed across a broad range of online, social and print media to gain the broadest possible diversity of applications. They will be concise, easily understood and as a minimum will include:

- The job title.
- Details of the post including pay, location and type of contract.
- Required qualifications and professional memberships.
- DBS / PVG scheme membership requirements.

### Application Form

All candidates are required to complete our application form which includes:

- Full name (forenames and last name, as listed in the relevant Professional body's register) and any previous names or other names by which the Candidate may be known.
- Current residential address and other active contact details.
- Date of birth.
- Next of kin, together with an active emergency contact telephone number.
- Full chronological employment history and training including part time or voluntary employment and any periods not in employment, education or training (with no unexplained gaps).
- Professional body registration details relevant to the position.
- Details of DBS status and or PVG Scheme membership
- Details of qualification achieved, and training courses attended (including academic and vocational training).
- Employer reference details.
- Details of any disciplinary or grievance procedures and any "live" formal warnings.
- Declarations regarding spent convictions (on the list of offences that must always be disclosed), unspent criminal convictions, consent for safeguarding and employment checks to be carried out, data protection disclaimer, fullness and accuracy of information provided. Applicants are advised that any failure to disclose important information may lead to termination of the assignment or dismissal should it come to light at a later date.

- Statement of personal qualities and experience explaining why the applicant believes they are suitable for the post.
- Data protection consent / disclaimer.
- Signature.

The information provided on the application form is cross referenced with other documentation and checks to ensure fullness and accuracy of data provided.

## **Initial Screening**

Our Recruitment Consultants perform an initial pre-screen with all applicants to understand and establish their requirements including what they are looking for in terms of the role (e.g. salary, location, and hours of work, availability, skills, experience and qualifications).

Our initial screening process also includes behavioural and competency-based questioning which provides us with an insight into the candidate's motives and drivers and an understanding of the personal qualities and experience required by the Client. These responses are considered, and if the candidate demonstrates the skills and qualities required, they are invited to attend a face-to-face interview and complete the application process. The Clinical Manager will review all screening forms prior to interview for nurses and doctors.

## **Structured Face-to-Face Interviews**

Our interview process provides us with an opportunity to explore each applicant's suitability and competencies for employment/assignment with the Client/Participating Authority. Candidates will attend an interview/ Team Call with a Clinical Nurse. This service is outsourced to Healthier Business. The Clinical Nurse is aligned to their specialist field, actively registered with the relevant professional body (unless the candidate is not required to be registered in which case the interviewer must have relevant experience and knowledge of the type of work to be performed) and is of a more senior level to the candidate. The interview is recorded using our structured interview worksheet to ensure consistency and this is retained on file. We also ask applicants to complete our diversity questionnaire. We retain details of the date and location of the interview, name of the interviewer and evidence of the questions asked together with candidate responses.

During the interview a series of in-depth and structured biographical questions about the applicant's education, qualifications and work experience (full reverse chronological history to verify their employment history) and establish their aspirations / reasons for applying for the specific role. Past behaviour is a strong indicator of future behaviour, so competency-based questions are also asked to establish evidence of the skills and clinical experience required to be successful in the role. During this stage of the interview we probe into the candidate's skills and aptitude to establish the cultural fit with the organisation and role. An assessment is also made of the candidate's personality traits, communication skills, attitude, ethics, approach and general demeanour.

During the interview we provide a full briefing on the job including the job description and person specification wherever possible to enable the candidate to make an informed decision on whether to progress their application. Achieving a cultural fit is crucial when matching candidates to the role, leading to greater longevity and performance and saving the Client/Participating Authority time and money.

We upload the responses provided in both the initial screening and face-to-face interview stages for any missing information and where insufficient detail has been provided, we probe

more deeply to develop the candidate's responses and fill in any gaps. This ensures we have a full insight into the candidate's history, capability, reliability, commitment and aspirations.

## Pre-Employment Vetting and Compliance Checks

We undertake the following pre-employment vetting and checks in line with NHS Employers' Checking Standards, Care Inspectorate Safer Recruitment guidelines, RQIA requirements and our own documented policies including verification of:

- **Identity** where we check the original documentation for two forms of photographic ID and one document confirming the candidate's address; or one form of photographic ID and two documents confirming their address. Further details are provided in our Verification of Identity Policy.
- **Right to work** where we validate relevant original documentation from List A or List B provided by the home office. All documentation is checked to confirm it relates directly to the candidate, is current and in date, confirms permission to do the type of work being applied for, has not been tampered with and would be difficult to forge. Further details are provided in our Verification of Right to Work in the UK Policy.
- **Employment history & referencing** where we obtain factual written references covering at least 3 consecutive years including the current/most recent employer. References are requested using NHS Employers referencing templates which include questions relating to warnings and investigations on the applicant's record, DBS / PVG status, and outstanding allegations or referrals relating to safeguarding in addition to the company name and the applicants date of birth of NI number, job title / course title, grade and dates of employment / training. Written references are retained on our recruitment software as evidence that referencing has been completed to a satisfactory standard and to support quality audits. Further details are provided in our Verification of Employment History and Reference Checking Policy.
- **Professional registration and qualifications** – where relevant to the role, candidates will be required to provide their registration number and confirm their consent for us to check their registration with their regulatory body (e.g. GMC, NMC etc). Maintaining their registration with the regulatory body throughout their employment / assignment will be a condition of their employment. Should their registration be suspended; their assignment will be terminated, and they will be excluded from the work for which the registration is required unless it is reinstated. We will work with the regulatory body to confirm registration status, fitness to practise information and to establish if the candidate is under investigation or been removed, struck off, suspended, had conditions placed on their registration, cautioned, lapsed etc prior to each assignment. Further details are provided in our Professional Registration & Qualifications Check Policy.
- **Criminal record and barring** - we obtain an enhanced DBS and check of the adults and children's barred lists. For roles in England and Wales, we will ask candidates to subscribe to the DBS Update Service which enables them to move posts more quickly as long as their activities or access to vulnerable groups does not change the level of check required. For roles in Scotland we will check PVG Scheme membership. Further details are provided in our Criminal Records and Barring Check Policy.
- **Work health assessments** - we will carry out a pre-placement work health assessment prior to the candidate taking up their first post within the NHS, being subsequently appointed to a new NHS employer or if they change jobs to a role which involves a significant change of duties. Our Work Health Assessments will be undertaken by our Occupational Health Training provider who carries out these checks on our behalf and with whom we have a contractual agreement. The Work Health Assessment is always conducted by qualified clinicians who are accredited by the Safe Effective Quality Occupational Health Service (SEQOHS). Prior to placement we must

receive a Certificate of Fitness for Placement from the Occupational Health Provider. The Work Health Assessment will then be renewed annually with prompts on our system to ensure that these are scheduled in a timely manner. Further details are provided in our Work Health Assessments Check Policy.

- **English language competency** – we will check the original IELTS/OET certificate from all overseas candidates unless they:
  - Come from one of the English speaking countries as specified by the Home Office.
  - Have a degree taught in English.
  - Are an Applicant for Tier 2 (intra-company transfer) applying to extend their stay after their initial 3 years in the UK.

Further details are provided in our English Language Check Policy.

- **Statutory & mandatory training.** All candidates must complete Skills for Health Statutory and Mandatory and Clinical/Care Core Skills Training where relevant prior to assignment/placement and thereafter be given refresher training in alignment with the CSFT recommended refresher periods. Further details are provided in our Statutory & Mandatory Clinical / Care Core Training Policy.
- **Appraisals** must be carried out annually for new workers and re-engaged workers, the first appraisal must be conducted within 6 months of the start date of their first assignment and then thereafter at least every 12 months. The appraisal will be scheduled by us and conducted by a more senior practitioner of the same discipline (the Appraiser). **Revalidation** is the process that allows doctors to maintain their registration with the GMC, nurses with the NMC and pharmacists with the GPhC. It is a continuous process that they will engage in throughout the year. Doctors must revalidate every 5 years, nurses every 3 years and pharmacists annually to maintain registration. Whilst revalidation is the responsibility of the doctor, nurse or pharmacist, we will endeavour to assist with the process by providing access to all feedback received including CPD, training, performance reviews, supervisions, appraisals and audits to help our workers demonstrate that they remain fit to practice. Further details are provided in our Appraisal & Revalidation Check Policy.

All checks are done pre-placement and only ever by face-to-face where possible or a Teams calls.

## Matching

We undertake a detailed matching process to ensure that the candidate fits the requirements of the vacancy, and the vacancy matches the availability, capability and aspirations of the candidate. Candidates will never be assigned / submitted until they have been thoroughly briefed on the vacancy and have confirmed in writing that they wish to be represented by us.

## Submission, Client Interview & Feedback

CVs or candidate profiles will be submitted in the format agreed and within the agreed KPI timescale. The Client will be asked to provide sufficient constructive feedback on all candidates submitted to enable us to maintain our reputation as a professional recruiter and to promote their reputation as an employer of choice. Shortlisted candidates will be invited to interview with the client as part of the process and detailed interview feedback will also be requested from the client to support back up their recruitment decision.

**We also ask the client for a performance review after each shift completed. This is obtained on the workers timesheet before authorisation of the hours worked.**

## **Job Offer, Terms & Conditions, Candidate Handbook and ID Badge**

All offers are conditional upon the candidate meeting the full compliance requirements outlined previously in the section entitled “Pre-Employment Vetting and Compliance Checks”.

Prior to assignment, all candidates are issued with terms of engagement / a contract of employment which must be signed. They will also receive our Agency Worker Handbook which includes information regarding our code of conduct, policies and instructions relating to timesheets, AWR, holiday pay and other contractual obligations and a link to [www.jobsaware.co.uk](http://www.jobsaware.co.uk) to help workers to access free help and advice, and to avoid job scams and other forms of labour market abuse. All agency workers are required to sign a declaration to confirm receipt of the Agency Worker Handbook and that they will abide by the policies, procedures, instructions and codes of conduct specified within it.

JobsAware is a not for profit organisation that exists to help make the UK labour market safer and exists to protect and advance worker rights.

We also provide an ID badge which is valid for 12 months and which displays the worker's name, recent clear photograph, name of the agency and expiry date.

## **JobsAware**

The JobsAware platform is designed to:

- Help work seekers in the UK access free and independent help and advice.
- Work with employers and recruitment businesses to prevent job scams and labour market abuses.
- Help inform labour market policy by bringing the voices of workers and businesses to the UK Government.

As part of our recruitment process, we direct all applicants to [www.jobsaware.co.uk](http://www.jobsaware.co.uk), where the advice page provides them with details of their rights, how to avoid scams and seek temporary work safely. If they believe they have been scammed or exploited in any way, they can also report it to JobsAware at <https://www.jobsaware.co.uk/report>.

Furthermore, we provide all workers with a Key Information Document (KID) which outlines details of their employment and pay rate and structure, pensions, holiday entitlement and a worked example of pay to show deductions.

We are also a JobsAware partner and as such, we:

- Display the JobsAware logo on our website and online adverts.
- Display the JobsAware logo on our payslips.
- Refer workers to JobsAware if they have concerns about their employment or engagement.
- Report any suspected abuses of worker rights to JobsAware.
- Request that organisations in our supply chain become a JobsAware partner.
- Share insights and recommendations on labour market threats and how to respond to them through the JobsAware Expert Forum so they can be highlighted to the UK Government.

## **Candidate Pay**

All healthcare workers we supply will be PAYE. Workers will have a contract in place with

Reachout Medical and national insurance and pension contributions will be deducted at source. Each week that a timesheet is submitted, the worker will receive a payslip with a full breakdown of all of the elements of their pay and deductions. Holiday pay will be calculated and paid according to the hours they have worked. Workers are instructed on how to complete timesheets as part of their induction and this is reiterated in our Candidate Handbook.

## **Holiday Pay**

As per the new regulations as of April 2024, all workers start accruing holiday pay as soon as they begin work, however, due to the nature of the work and the irregular hours which are mostly variable over each pay period, holiday pay will be rolled up and paid as you work.

### *Agency Workers Regulations*

We comply fully with the AWR which was designed to ensure that Agency Workers receive, usually after a qualifying period, treatment no less favourable than their full-time employed equivalents.

In relation to AWR, an Agency Worker is any individual who is supplied by an agency to work under the supervision and direction of a hirer, and has a contract (whether employment contract, contract for services, or otherwise) to perform work and services personally. Put simply, individuals that fall within this definition are within the scope of the AWR and those that are outside of this definition do not. For us, agency Workers include:

- Agency Workers (including those on contract for services and “zero hours” contracts of employment or equivalent).
- Workers employed or operating via umbrella companies or other intermediaries.
- Workers who operate a personal service company/limited company but who are not genuinely self-employed.

Under the Agency Workers Regulations, Agency Workers are entitled to the following from day 1 of service:

- Access to amenities or collective facilities at the client’s site (e.g. canteen, childcare, transport etc.) unless there are objective grounds for not doing so.
- Access to vacancies within the hirer’s organisation - Agency Workers must be informed of any relevant, vacant posts in the client’s organisation in order to give them the same opportunity to find permanent employment as comparable employees or workers.

After a qualifying period of 12 weeks, Agency Workers entitled to be treated in relation to basic working and employment conditions as if they had been recruited directly to the same job. Basic working and employment conditions relate to pay, duration of working time, overtime, rest breaks, rest periods, night work, annual leave.

At the point of taking the vacancy, we will establish the “post AWR” pay rate and conditions to ensure we apply the correct pay rate for any agency worker who has completed their qualifying period with a given client.

All workers are provided with full details of AWR in the Candidate Handbook.

## **Complaints**

Complaints relating to our recruitment process should be made to the Operations Director and will be handled in line with our Complaints Procedure.

## **Audits**

Each worker will have their file audited by our Compliance Manager prior to placement to ensure that vetting checks have been carried out correctly. We conduct internal spot audits of all active candidate files on a monthly basis to check compliance and demonstrate we adhere to legislative, contractual and industry best practice. We also welcome client audits.

## **Review**

This policy will be reviewed regularly and may be altered from time to time in light of legislative changes or other prevailing circumstances.