

SERVICE USERS IN THE RECRUITMENT AND SELECTION PROCESS



Anglia Care Trust is committed to the inclusion of Service Users wherever possible or appropriate in the recruitment, selection and induction of staff. This could take the form of being on the interview panel in addition to the three required members, or to take part in tests or workshop sessions being used as part of the process.

All Service Users participating in staff selection should be adequately briefed in Anglia Care Trust's recruitment and selection procedures and will have attended a briefing session on this subject.

Briefing the Service User

A briefing session with the Service User should be held during the week before participating and not on the day of the interview.

The Operational Manager for the service is responsible for:

- Ensuring the briefing session takes place
- Assessing whether the Service User is adequately prepared for the process
- Ensuring that the Service User is fully informed of their role within the interview and selection process
- Assessing whether the Service User is a suitable member of the interview panel.

During the briefing session, the following should be discussed:

Details of the Interview: The structure of the day and what the interview process will include so that the Service User knows what to expect. This should include who else will be on the interview panel.

Overview of the role: The job description so that the Service User understands what is expected of the applicant.

Confidentiality: The details of the interview process and anything discussed during the process should remain confidential and should not be discussed with anyone other than other panel members. This includes candidate details, candidate responses and any discussions between panel members relating to candidates.

Questioning: Questioning techniques, including the need to ask open questions and to ensure that they are phrased as questions rather than statements. You should go through the agreed questions and discuss any questions that the Service Users would like to ask candidates and prepare these and how to phrase them in advance. Agree on whether the Service User would like to ask these questions or would like these to be asked on their behalf.

Acting fairly and without bias: Like every other member of the panel, the Service User has the responsibility of ensuring that they can act fairly and without bias that might arise from their contact with candidates outside of the interview process and

should declare any conflicts or difficulties to the Operational Manager at the earliest opportunity, preferably before the interview begins.

Code of Conduct: Discuss basic Code of Conduct with the Service User. This should include informing the Service User that they should not be under the influence of alcohol or any illegal substances during the interview process.

Dress Code: Discuss with the Service User that they should dress appropriately as part of the interview panel and query whether they have an outfit suitable. If needed, this is something that Anglia Care Trust can help with through the Service User expenses budget and should be discussed with the relevant Officer to make arrangements.

Before the Interview

All candidates should be informed in advance if they are invited to attend an interview where a Service User will be on the interview panel. This should be included in their letter inviting them to interview so Business Support should be made aware of this before the invites are sent.

You should ensure that the Service User has transport arranged to and from the interview, arranging this with an Officer if needed, arriving 30 minutes before the first interview starts.

The Service User should be contacted the day before the interview to ensure they have no further concerns or questions and are happy with arrangements for the day of the interview.

Day of the Interview

- The Operational Manager should be responsible for the Service User while they are part of the interview panel.
- The Service User should be made to feel welcome and offered refreshments throughout the day.
- The Service User should be treated as any other member of the interview panel and should receive an interview pack with all the same information provided to other members of the panel.
- Before the interviews begin, you should run through the Agenda with the Service User and remind them again of the importance of confidentiality and acting without bias as discussed in their briefing. You should also ensure they are happy with where their nearest fire exits are and where the toilets are.
- If the Service User has prior experience of one of the candidates that may bias their opinion, they should be made aware that this needs to be flagged up to the Operational Manager.
- If there is any reason to believe that the Service User is under the influence of alcohol or an illegal substance on the day of the interviews, the Manager should explain to them that they will not be able to be part of the interview panel and appropriate arrangements should be made for them.

Feedback

- You should ensure that the Service User is given a specific opportunity to provide their feedback following each interview and that they feel comfortable doing this.
- You should ensure that their feedback is captured and treated as fairly as other members of the interview panel.

Thanking the Service Users

- At the end of their interview, the Service User should be thanked for their time.
- The Service User should be advised of whom to contact if they have any concerns or queries following the interview process.

Date of next review – October 2019