



Recruitment guidance and information for care workers

Prepared :	2/7/09
Version :	3
Last Modified :	15/12/09
Approved by :	L Graham
Approval date :	9/7/09
Reference :	FCC040

Contents

1. Job description
2. Completing your application form
3. Attending interview
4. Recruitment policy
5. Disclosure Scotland and police checks
6. Opening hours of Recruitment Department
7. How to find us

1. Job Description

Job title	Care / Support Worker
Reporting to	Care Manager
Grade	Level I and II and III
Based at	Edinburgh or Haddington Office
Direct reports	Care Support Workers under their remit
Working hours	Flexible. Must be able to work 1 out of 2 weekends.
Summary of role focus	To provide a high level of service to our clients in line with regulatory and customer requirements.

Job content and key accountabilities
<p>1. Ensuring care tasks are carried out as per each individual care plan. Including:</p> <ul style="list-style-type: none"> • getting up and going to bed • bathing, showering, hair washing, shaving, oral hygiene, skin, foot and nail care • dressing • continence management • toileting, catheter/stoma care, skin care, incontinence laundry, bed changing • eating, drinking, special diets • surgical appliances, prostheses, mechanical and manual aids (after on site training) • pressure care • palliative care
<p>2. Ensuring all documentation is updated in full following each scheduled visit.</p>
<p>3. Identifying and maintaining the physical, emotional and social needs of the client.</p>
<p>4. Incident reporting to the Care Co-ordinator so that appropriate action can be taken within a reasonable timescale.</p>
<p>5. The ability to assist clients with their daily activities whether it is in their own home environment or in a residential care unit.</p>
<p>6. The ability to maintain confidentiality at all times.</p>
<p>7. Provide advice and personal support for:</p> <ul style="list-style-type: none"> • behaviour management according to the care plan and risk assessment • Psychological support, such as prompting • The use of specialist equipment (after on site training)

<ul style="list-style-type: none"> • Medication prompt • To accompany individuals in social activities and assist in developing and maintaining the social interests of the individual. • To monitor and assist in household and personal budgeting as appropriate.
8. Work in accordance with company policy and procedures.
9. Participate, as required in the Family Circle Care Forums.
10. Be able to act as a positive representative of Family Circle Care, ensuring that clients have a positive experience with the organisation at all times.

Attributes	Essential	Desirable
Key behaviours	<ul style="list-style-type: none"> • Customer focus • Embrace change • Actively encourage excellence • Act with integrity • Decisive action • Team working • Learn and develop • Relate and communicate 	
Experience	<ul style="list-style-type: none"> • Must have an interest in providing Care Services and be willing to work towards gaining professional qualifications. • Must have awareness of social, emotional and physical needs of people • Equality & diversity 	Experience of caring for people in a domiciliary and / or residential setting.
Education/Qualifications	<ul style="list-style-type: none"> • Working or willing to work towards SVQ Health & Social Care professional qualifications. 	
Skills/abilities	<ul style="list-style-type: none"> • Be able to take decisive action • Have good organisational skills • Be excellent in both written and verbal communications • Be flexible 	Hold a full driver's licence

2. Completing your application form

Incomplete details on application form / health questionnaire will automatically result in forms not being accepted.

Candidates being invited to attend interview will be telephoned and offered an interview date within 4 weeks of receipt.

If you do not receive a reply to your application within 4 weeks, please assume that your application will not be progressed on this occasion.

Employment History

We need you to give a full employment history in chronological order, accounting for periods of time when not employed, whether this is due to study or periods of unemployment.

Experience

Experience in the care industry would be an advantage.

Please refer to job description for specifics of post.

Education

You will be expected to provide certificates as evidence of your care qualifications. Copies of these will be made and retained in your file.

References

It is the organisation's policy of Family Circle Care to request three written references in respect of each new recruit and to make all offers of employment conditional upon those references being satisfactory.

- Your referees **MUST** include your current employer.
- If you are not employed at present your last employer should be contacted for a reference.
- If you are currently a student then one of your references should be from your place of study.

Family members, friends and peers are not suitable as referees. Please be aware that incomplete reference details will automatically result in your application form not being accepted.

3. Attending Interview

Location:

You will be sent details in the post confirming your interview date, time and location. If you are unable to attend please contact us as soon as possible on 0131 554 9500 and we can reschedule at a more suitable date / time.

If you think you may be late for your interview please call 0131 554 9500 and let us know. If you arrive late for your interview we may not be able to see you and your interview will be cancelled.

Interview Process

During the interview process you will be asked to complete a short test paper which covers some practical aspects of being a care worker. This test paper is expected to take no more than 20 minutes.

Verification of Identity:

Before anyone starts work with Family Circle Care Ltd we have a legal obligation to confirm a person's identity and a person's right to be in and/or work in the United Kingdom. We recognise that many people from ethnic minority groups will be living in the UK who are British citizens or otherwise entitled to work here. To make sure we do not discriminate against individuals on racial grounds our recruitment practice is to treat all job applications in a fair and consistent manner throughout the whole process.

If you are invited to attend an interview, **you will be required to produce at least 4 original identification documents.** We will take copies and verify that you have produced the required evidence of your identity and eligibility to work in the UK and that all your documents are valid and original (please do not take photocopies as these are not acceptable forms of evidence) **For non-UK citizens, a work status check or validation of documents submitted may need to be carried out with the UK Border Agency.**

If you are successful at interview the verified copies will be filed for the duration of your employment with Family Circle Care Ltd and for possible future reference.

Please Note:

If you fail to bring the required ID with you to interview we regret that the interview will not take place.

All candidates must provide confirmation of their National Insurance number in the form of:

- P45
- P60
- National Insurance card
- Letter from a government agency which contains your name and NI number

All candidates must be able to provide identification which confirms their eligibility to work in the UK. This includes:

- A full UK Birth Certificate (original) produced in combination with a permanent NI Number.
- Valid passport (with the required endorsements where applicable)
- National ID card
- An immigration status document

For more information please visit www.bia.homeoffice.gov.uk

All candidates must be able to provide at least 1 form of Photographic ID.

- Valid passport
- UK driving licence
- National ID card
- Student ID Card

Where the candidate does not possess any photographic personal ID then 2 forms of non-photographic ID, and 2 documents confirming current address should be provided (in addition to providing proof of NI Number).

In addition to this, a passport sized photograph of the candidate, endorsed on the back by a 'person of standing' such as a Pharmacist, Doctor, Solicitor or University Lecturer accompanied by a signed statement stating the period of time the candidate has been known to them should be provided as confirmation of identity.

All candidates must be able to provide confirmation of their current address.

- Bank or Building society statement.
- Utility bill (electricity, gas, water, telephone (including mobile phone bill)).
- TV License.
- Addressed pay slip.
- Child benefit/benefit/pension book.
- Lease for rented property.

4. Recruitment policy

It is the policy of Family Circle Care Ltd to carry out the recruitment of staff in an efficient and organised manner.

We aim to,

- Ensure a robust recruitment and selection process
- Treat everyone in a fair and professional manner throughout the recruitment process.
- Never to discriminate against an individual on grounds of race, sex, age, religion or physical disability.
- Judge prospective employee's on experience, ability, references and if required for the role – qualifications.

5. Disclosure Scotland.

All candidates must undergo an Enhanced Disclosure Scotland check. You will be given a form and instructions for completing this at the end of your interview. A Disclosure Scotland check costs £23 and this should be paid in cash at the time you submit your completed disclosure form to Family Circle Care Ltd. Candidates may complete and pay for Disclosure at the time of interview on the understanding that should their references not be suitable no refund of Disclosure payment will be offered.

If you have lived abroad for any length of time during the **last 5 years** then a criminal records check from the relevant country **must** be provided. Applicants are responsible for providing this (translated into English where necessary) prior to employment being offered.

Family Circle Care Ltd use Disclosure information only for the purpose for which it has been provided. The information provided by an individual for a position within Family Circle Care Ltd is not used in a manner incompatible with the purpose. We process personal data only with the express consent of the individual.

Further information is available at www.disclosurescotland.co.uk

6. Recruitment Department - opening days and times.

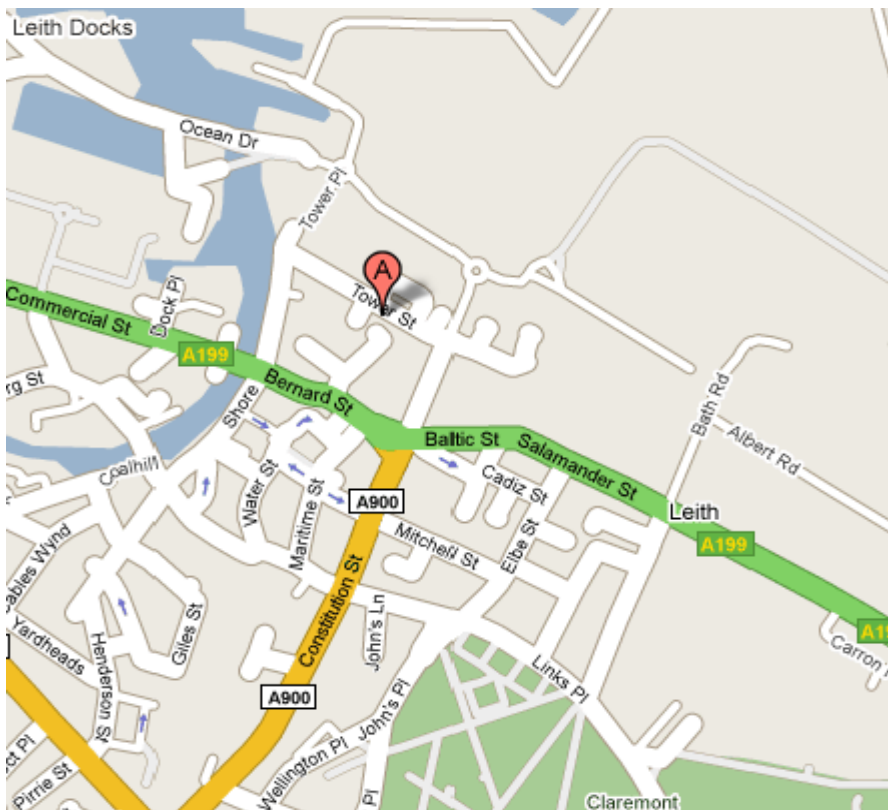
You may contact the recruitment department to check on the progress of your application on the following days. Please call 0131 554 9500.

Monday – Friday 2pm – 5pm

These days and times may vary therefore you are advised to call and arrange an appointment first if you need to come and speak to someone in person about your application. We cannot guarantee that someone will be available to speak to you should you not have made an appointment first.

7. How to find us

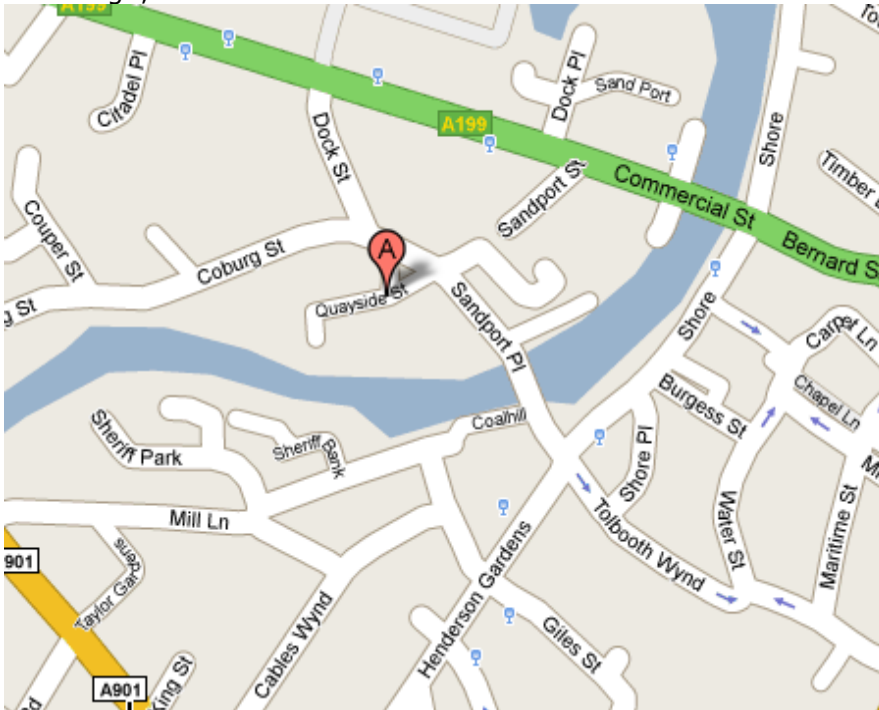
Edinburgh Office
22 Tower Street
Edinburgh,
EH6 7BY



Family Circle Care Ltd
Registered Office: 22 Tower Street, Edinburgh, EH6 7BY
Company Registration: 230595

FCC040

Training Suite
3-5 Quayside Street
Edinburgh, EH6 6EJ



East Lothian Office
34 Market Street
Haddington
EH41

