












# Service user involvement in recruitment: guidance for colleagues

There are lots of opportunities for service users to get involved in the recruitment and retention process.

This supports people to exert greater control and influence over who will be supporting them, and gives candidates a real insight into the role and the people they'll be caring for.

**Here's some guidance for colleagues to help them to support service users to get involved in the recruitment process.**

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-  Explain to service users why we would like their involvement in recruiting staff – there's a list of benefits on page 12 of the Life skills toolkit: silver award.
-  Explain the different ways that service users can participate in the recruitment process and seek their ideas of how they can contribute – this may include:
  - shortlisting candidates from an application form
  - writing questions to ask during an interview and/or taking part in interviews
  - holding a service user panel during interviews
  - showing candidates around the home before an interview
  - setting candidates a task during their interview
  - providing feedback to the recruitment panel based on an informal conversation with candidates
  - taking part in recruitment fairs or open days
  - sharing your experiences of the home and what makes a good care worker
  - supporting new colleagues during their induction
  - welcoming new colleagues to the home on their first day
  - getting involved in training.
-  Identify service users who are interested in getting involved.
-  Arrange practice or training sessions for service users so that they feel comfortable taking part in recruitment activities.
-  Identify any support that the service user needs such as writing things down or support getting around the home.
-  Speak to the service user after the process to find out how it felt for them and ask for their feedback.
-  Get feedback from the recruiting staff
-  Document the service user's participation and feedback in the 'Day in my life' documentation and service user engagement folder (file 23).
-  If you need any support or advice, contact Sophia Feurtado, Service User Engagement Manager, on: [sfeurtado@exemplarhc.com](mailto:sfeurtado@exemplarhc.com)