

GLOBAL HEALTHCARE NAVIGATOR LTD

Provides flexible work to nurses and healthcare assistants.

POLICY NUMBER: 2

POLICY TITLE: Recruitment Policy

WHO MUST ABIDE BY THIS POLICY? All Staff

Involved with the recruitment of Temporary Workers

THE PURPOSE OF THIS POLICY:

To inform staff and clients of the minimum standards required and the protocols followed when dealing with any aspect of the recruitment of Temporary Workers.

POLICY CONTENT: Sources of Temporary Workers:

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Global HealthCare Navigator Ltd, like many other businesses, sources its Temporary Workers through a variety of channels, this includes but not limited to:

- Global HealthCare Navigator Ltd website
- Adverosing
- Word of mouth
- Referrals
- Road Shows
- Exhibitions
- Conferences
- Area Specific Promotions
- Job boards
- Search engines Google ad words and campaigns,
- Social Media

Initial Registration Process:

All registrations must be completed by a trained/qualified interviewer. The interviewer will confirm that:

- Application Forms are completed fully

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- The applicant has completed and passed the basic written numeracy test and successfully completed the written and spoken literacy/English competency test.
- The applicant is interviewed, initially remotely electronically where possible and necessary and finally in person, for example, face to face.
- An original copy of any existing disclosure is taken if the applicant has registered for the DBS Update Service
- Details are taken for reference
- A latest CV is obtained
- A complete 10-year employment history is taken, with clarification for any unemployment and gaps.
- Referee's, employment history and qualification certificates provided is cross referenced and questioned to quantify experience specified
- All Original documentation is checked and copied, i.e. Identity, Qualifications, e.t.c.
- The required eligibility and identity checks are completed and documents originally sighted and copied. This includes, but not limited to: Proof of national insurance, proof of address, immigration documents etc.
- Original right to work documents are validated via the use of ID document validation scanners hardware.
- Professional registration documents are collected and online check is completed to validate the current professional registration. i.e. NMC statement of entry and NMC web confirmation.

- Professional indemnity disclaimer is signed to confirm limits of clinical negligence scheme for trust and confirmation of current indemnity cover is requested/collected.
- CPR and Manual Handling qualifications are all valid and new training booked if and when required
- A full health declaration is completed with all evidence of immunisation is collected
- Photographs are taken and/or collected

Referencing Process (including that for overseas candidates):

- A professional reference is taken from at least the current and previous employer within the last 3 years. More references are obtained if possible
- Details of the referees are checked to ensure they are professional in nature and comments on the individuals' professional ability and competency.
- A reference form is sent to the referee for completion
- If a candidate will be working with children and vulnerable people a reference is obtained to confirm previous work history with children
- All references are checked and an employment decision is made. If there are any doubts another reference is taken and / or the details of the reference are discussed with the referee for clarification
- Returned references must be verified by stamp, complimentary slip or directly issued by secured work email address.
- All references are loaded against the candidate's permanent file

Enhanced Criminal Record Disclosure (DBS, Disclosure Scotland):

- All Agency Workers are required to obtain an Enhanced Disclosure inclusive of POVA (Protection of Vulnerable Adults) and POCA (Protection of Children Act) checks on an annual basis (12 months).

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- People with criminal records applying to join Global Healthcare Navigator must be treated according to their merits and the special criteria of the post (for example, Caring for children and vulnerable adults).
- Global Healthcare Navigator has a dedicated risk committee to investigate each case independently.
- Disclosures reflecting prior convictions or 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. Furthermore, questions will be asked as part of the vetting process to ensure that people with such records are not inadvertently placed in vulnerable positions of employment.
- Should an agency worker with prior convictions or cautions be identified to work with an organisation, notification will be made in accordance to those organisations contractual requirements.
- Having a criminal record in itself, should not necessarily prevent a person from joining Global Healthcare Navigator Ltd. Where it is felt, however, that a past offence might mean that a person presents a risk to children or vulnerable adults then that person would not be employed.
- Discrimination either in favour of or against those persons currently in employment who have disclosed their criminal record is not permissible (unless the offence bars them from certain positions), and such information is strictly confidential.
- Agency Workers are recommended and encourage to join the DBS updated service.

As an organisation using the UK Disclosure services to help assess the suitability of applicants for position of trust, Global Healthcare Navigator complies fully with the Codes of Practice regarding the correct handling, use, storage, retention and disposal of Disclosures and Disclosure information. It also complies fully with its obligations under the Data Protection Act and other relevant legislation pertaining to the safe handling, use, storage, retention and disposal of Disclosure information and has this written policy on these matters, which available to those who wish to see it on request.

Disclosure information is only passed to those who are authorised to receive it in the course of their duties. This includes information passed in electronic form between Global Healthcare Navigator Ltd and the DBS's electronic clearance system. We

maintain a record of all those to whom Disclosures of Disclosure information has been revealed and we recognise that it is a criminal offence to pass this information to anyone who is not entitled to receive it. Access to DBS result information will be restricted and allowed only to authorised individuals.

Once a recruitment (or other relevant) decision has been made, Global Healthcare Navigator does not keep Disclosure information for any longer than is necessary. This is generally for a period of up to 12 months, or until our regulators CQC, or other relevant bodies have inspected Global Healthcare Navigator and make decision about the matters.

If it is considered necessary to keep Disclosure information for longer than 12 months, Global Healthcare Navigator will consult the disclosure bureaus about this and will give full consideration to the Data Protection Act and the Human Rights of the individual subject before doing so. Throughout this time, the usual conditions regarding safe storage and strictly controlled access will prevail.

Quality Control:

- A face-to-face interview is conducted by a Recruitment Consultant (Registered Professional) who will make comments as to the candidate's suitability
- Experience and qualifications are checked
- All References are checked and validated accordingly
- The details from the Registered Body copy of the disclosure are checked including POVA/POCA
- Employment history gaps are researched and verified
- Each file is finally reviewed by a qualified nurse prior to clearance for work. The nurse will once again read the references, check the DBS disclosure, verify the health and immunisation information, and check the right to work in the UK document validation and mandatory training record prior to clearance.

Quality Enhancement and Enforcement of Standards:

During the registration process, via the face-to-face interview and through introducing the candidate to the Global Healthcare Navigator Ltd policies as well as the Agency Worker Handbook, the following is made clear to the candidate:

Agency Workers to be deployed in the provision of services need to always be aware that whilst on a service user or client's premises that they:

- are under the direction and control of the client at all times
- must work as directed by the client and follow all reasonable requests, instructions policies, procedures and rules of the Client (including any racial discrimination and equal opportunities policies)
- shall not neglect, nor without due and sufficient cause omit, to discharge promptly and diligently a required task within the terms of the engagement
- shall not make unnecessary use of authority in connection with the discharge of the provision of services and engagement instructions
- shall comply with the Working Time Regulations 1998 and where applicable, New Deal requirements
- shall not act in a manner reasonably likely to bring discredit upon the Client
- shall not unlawfully discriminate for any reason
- shall not falsify records, timesheets, expenses or attempt to defraud the Client in anyway
- shall not corruptly solicit or receive any bribe or other consideration from any person, or fail to account for monies or property received in connection with duties performed under the provision of services on an engagement
- shall observe the highest standards of hygiene, customer care, courtesy and consideration when working in a health service setting
- shall keep confidential information howsoever acquired whether belonging to the client, business or related to patients, including but not limited to patient identity, clinical conditions and treatment
- shall be competent in understanding and using both written and oral English
- shall be able to communicate effectively with the client's staff, other healthcare workers, partners, clients, carers and the general public
- must be helpful, pleasant and courteous
- must have good telephone skills
- shall have legible handwriting
- shall be confident and able to deal with Client's staff at all levels
- shall be able to work with minimum supervision, where appropriate
- shall be prompt and punctual

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- shall maintain proper standards of appearance and deportment whilst at work
- shall be properly and presentably dressed in such uniform and protective clothing, or otherwise, as agreed between the parties involved
- shall display their photo ID badge on their clothing at all times during an engagement when they are on the client's premises
- shall not wear the uniform, protective clothing, photo ID badge or use the equipment on the client's premises unless fulfilling the terms of the agreed engagement
- shall not engage in any form of physical or verbal abuse, threatening behaviour, harassment bullying or be otherwise uncivil to persons encountered in the course of work
- shall not at any time be, or appear to be, on duty under the influence of alcohol or drugs
- shall not at any time be, or appear to be, in possession of firearms or other offensive weapons
- shall report any injury or accident sustained and/or witnessed whilst on the client's premises
- shall on being charged or cautioned with any criminal offence or on being investigated by any professional or statutory body, notify Global Healthcare Navigator Ltd
- shall not misuse or abuse the client's property
- shall not smoke while on the client's premises except in those areas where smoking is expressly permitted
- shall observe all other relevant obligations that the client shall reasonably require from agency worker

Discrimination and Equality/Diversity:

The Global Healthcare Navigator Ltd does not discriminate on the basis of:

- Ethnic origin
- Age
- Disability
- Race
- Religion

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- Gender
- Personal sexual preferences
- Temporary Workers, and prospective Temporary Workers, will only be discriminated against based on their ability to perform their work to the required standards of professionalism, efficiency and safety.
- Global Healthcare Navigator Ltd will not require information about Temporary workers, prospective Temporary workers or clients that can form the basis for discrimination on the grounds mentioned above. All information of a potentially discriminatory nature will only be sought and kept if it is a legal requirement and if the Global Healthcare Navigator Ltd should know about factors that may affect job placement, such as disability or impairment.

Contents of file retained on each candidate:

Everything mentioned above is kept permanently in the candidates file except for disclosures which is stored in accordance with DBS, Disclosure Scotland guidelines.

Provision of candidate feedback:

The candidate is involved in the full recruitment process, is kept always informed and is consulted for clarification at all times. If the candidate is rejected as unsuitable the reasons, together with an opportunity to respond, are communicated to the candidate.

Technological capabilities:

Global Healthcare Navigator Ltd is linked to significant technology application that stores and intelligently manages all information all candidates. All information is available to us always. The system also generates automated reminders to the candidates when documents, e.g. DBS Disclosure, Manual Handling, etc. are due for renewal. The system has a full note system which records all the details of the recruitment process and all communication with the candidate.

END OF POLICY