

## RECRUITMENT FAQ's

### Why choose to employ someone?

There are many reasons why you might feel that employing someone would work well for you, it could be that you:

- find it upsetting to have different people involved in providing care to you
- want someone of a similar age or similar interests to help you attend activities you enjoy
- would rather have a family member (*not living in the same home*) or someone you know well to provide support as a good relationship already exists.

### How do I recruit someone?

Once you've decided to employ someone, you need to start the recruitment process. You will need to have:

- An advert
- A job description - sets out the tasks you are expecting your PA to carry out
- A person specification – sets out what type of skills and experience you are looking for in a PA

Initially, thinking what a PA would be employed to do and finding the right person for the job can require some time. Advertising and recruiting someone new can take between 4 and 6 weeks depending on responses to adverts and quality of potential candidates.

The good news is that the Connection Support Care and Support Options Service can support you with all of this.

### How and where should I advertise?

Think about the type of person you are looking for. The advert should be brief and answer the following questions for people who might be interested in the job:

- What are the main duties required?
- What is the pay rate?
- What hours are required and when are they required?
- Where is the job located?
- Do they need anything specific e.g. their own transport, DBS, training certificates?
- How do they apply?
- Is there a closing date and if so, when is it?

Are there places locally e.g. noticeboards, schools, bus stops etc. where you can advertise? Does your local community have a newsletter or a website where you could place an advert? Then consider the following free websites:

- Indeed - <https://www.indeed.co.uk>
- Freeads - <https://www.freeads.co.uk/>
- Local jobs website - <http://www.localjobs.co.uk/free-job-post.php>

There might also be local Facebook or other social media groups where you could advertise informally for a PA. If you are unsure how to access these sites, then ask a friend or family member to help you and remember the Connection Support Care and Support Options Service can support you with all of this.

### How do I produce a job description?

The Connection Support Care and Support Options Service can provide you with a sample job description that you can adapt to suit your own requirements. You need to think about:

- the tasks you are expecting your PA to carry out and when you need them carried out e.g. daily, weekly, hourly etc.

- any special requirements around specific tasks e.g. you may need help from two people when moving and handling you
- details about what type of skills and experience you are looking for, both essential (that an applicant must have) and desirable (that you would like an applicant to have)

### **What happens when people respond to an advert / apply for the job?**

If people are interested in the post then they may contact you with further questions or they may apply for the post straightaway. If you have asked for an application form then this is what they should send you. They may also send you their CV (curriculum vitae - a story of their education and employment until now). You do not need to accept a CV instead of an application form but you may find it interesting to read if they send it to you as well as the application form.

If an application form arrives via email then you may wish to acknowledge receipt but you do not need to respond to it until the closing date has passed. Once the closing date has passed, you should look through all the application forms and decide who you would like to interview. This is known as shortlisting. You may find it useful to have a list of the criteria that you have asked for and a box that allows you to tick those that the candidate has demonstrated. This makes the shortlisting process easier and can be referred to in the case of enquiries from candidates as to why they did not succeed.

Once you have completed the shortlisting process, you can issue invitations to interview.

### **How should I interview?**

You need to think about what questions to ask your candidates, which will enable them to demonstrate their enthusiasm and experience for the job and enable you to choose the right person. Look at your person specification and job description – what has been demonstrated in the application form and what needs to be demonstrated at interview? What are the most important aspects of the post to you and what questions can you ask to determine whether the interviewees can meet them? Are there any tests that you want to set them e.g. scenario planning, communication etc.?

You also need to think about where you will interview them. Is it safe to interview them in your own home or would you like to interview them somewhere else? You should have someone with you in the interview. Who could you ask?

Remember the Connection Support Care and Support Options Service can support you with all of this.

### **What happens next?**

Once you have interviewed and made a decision as regards your preferred candidate, you will need to take up references for them. It is recommended that you obtain at least 2 suitable references for someone unless the person is already well known and trusted by you. The candidates should have provided details of these on their application form.

You also need to ensure that your chosen candidate is eligible to work in the UK, evidence of this can be found from their passport or other appropriate documentation.

You also need to obtain a DBS (Disclosure & Barring Service) certificate for the candidate. It is recommended that these are carried out on all people you plan to employ unless you feel they are well known and trusted by you. DBS Criminal record checks are compulsory for anyone working with children and young people under the age of 18.

### What else do I need to do before they start working for me?

- Register with HMRC and pay employer national insurance – as an employer this is your legal duty
- Set up a PAYE system with HMRC to pay PA wages.
- You may also have a duty to set up and contribute into a works based pension scheme for your employee if appropriate.
- Have employer liability insurance in place and renew this annually.
- PA's who are using their own vehicle to drive the person they support will need to have their car insured for 'business use'.
- Obtain a completed P45 or P46 from the new employee

### What support is available to help me to be an employer?

The **Employment Advice Service** can help you:

- Think through your individual circumstances and needs to identify if a PA is an appropriate option for you and, if it is, how it could work for you
- Discuss if a potential PA is already known or help to advertise and recruit someone if required
- Help to understand what will happen if the PA is on holiday, or cannot work for another reason at short notice
- Understand how much to pay a PA using local Direct Payment costs and pay rate rates
- Use tools and guidance to manage PA annual leave and consider alternative plans for support when these situations arise
- Understand how the Employment Support service could help you with recruiting and employing a PA for your unique circumstances

The **Employment Support service** is available to help you recruit and employ a PA and provide on-going advice and support when unexpected events occur such as a PA leaving or a change to contract arrangements or issues with performance etc.

Employment Support can include helping you:

- Write adverts and job descriptions to advertise for a PA
- Receive applications, short list and interview potential candidates
- Check references
- Access the DBS checking service as required
- Create contracts of employment
- With the provision of Grievance and Disciplinary policy templates
- Find suitable training providers for PA's if required
- Budget and cost for the employment of a PA, including the costs of any contingency arrangements
- With the provision of Employment Guides, and Skills for Care guides as required
- Access the Payroll Service
- Access an Employer Liability Insurance provider
- Provide Health and Safety in the home guides

The **Payroll Service** can register an employer and their staff with HMRC and:

- Process authorised timesheets and provide employers with payslips
- Inform employers when any HMRC payments for tax and NI are due to be paid and how to do this
- Manage on the employer's behalf communications with HMRC and the Pension Regulator
- Administer end of year HMRC employer returns and employee's P45
- Administer any works based pension scheme and any contributions into it