

Innovation in Autism Practice: The Future is Calling

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Service User Involvement in the Recruitment Process

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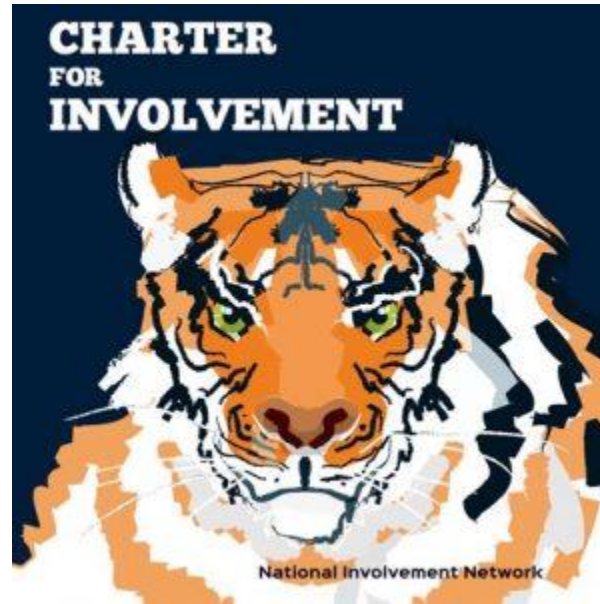
- Why involve our services users
- When did we start
- Information and Tools
- Feedback and Evaluation
- Future Goals

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Why

Charter for Involvement



<https://arcscotland.org.uk/involvement/charter-for-involvement/>

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Why

Charter for Involvement

The Charter for Involvement is written by the National Involvement Network (NIN). It sets out in their own words how supported people want to be involved, in the support that they get, in the organisations that provide their services, in the wider community.

- We also want to encourage people to take control over things that affect their lives.
- We want to be involved in choosing the people who support us.
- We want to give information and training to staff at all levels.
- We want to be involved in decisions made by the organisations that plan and run our support.

- We want to be involved in events run by the organisations that plan and run our support.

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Why

- We want to be involved in choosing the people who support us. This includes choosing our support workers, key worker, managers and other staff, volunteers and our advocates.

This means:

We must have the choice to be involved in:

writing job descriptions and person specifications, planning interview questions, taking part in interviews, deciding who gets the job.

- There must be an easy-read policy that shows how we are involved in choosing the people who support us.

Easy read Recruitment and Selection Policy is a future goal.

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Why

Health and Social Care Standards



Health and
Social Care
Standards
My support, my life.

<http://www.newcarestandards.scot/>

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Why

Health and Social Care Standards

In 2018 the National Care Standards were replaced by the Health and Social Care Standards. The Standards are underpinned by five principles: dignity and respect, compassion, be included, responsive care, and support and wellbeing.

Be included

- I am included in wider decisions about the way the service is provided, and my suggestions, feedback and concerns are considered.
- I can be meaningfully involved in how the organisations that support and care for me work and develop.

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Why

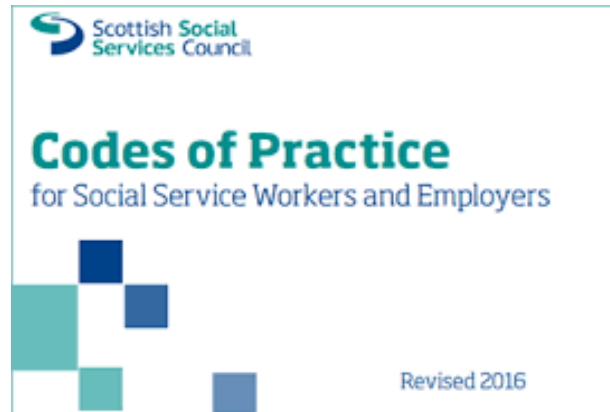
- I am actively encouraged to be involved in improving the service I use, in a spirit of genuine partnership.
- I can take part in recruiting and training people if possible.

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Why

Scottish Social Services Council



<http://www.sssc.uk.com/>

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Why

Scottish Social Services Council

As an employer

You will

- Have systems in place to listen to and consider feedback from people who use services, carers and other relevant people, to shape and improve services and the performance of social service workers.
- Provide good quality induction, learning and development opportunities to help social service workers do their jobs effectively and prepare for new and changing roles and responsibilities.

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Why

As an Employee

I will

- Respect and, where appropriate, promote the views and wishes of people who use services and carers.
- Support the rights of people who use services to control their lives and make informed choices about the services they use.
- Promote the independence of people who use services and empower them to understand and exercise their rights.

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Why

Care Inspectorate



<http://www.careinspectorate.com/>

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Why

Care Inspectorate

What do we mean by involvement?

There are many ways people who use services and carers can be involved in our work and in order for people to be empowered they should be able to choose how and when they participate. They may wish to become involved by simply giving their views on care services or a particular issue. Alternatively, they may seek to become more involved in project group work and policy development, for example by taking part in staff interviews, strategy groups and inspections.

From Care inspectorate working together improving together 2015-2018

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When

When did we start

In recent histories Service Users have had some involvement in recruiting new members of staff. The Staff Profile tool has been used for some years and enables us to consider Service user preference. Service users have been invited along to informal interview nights in the past to meet with prospective staff.

The Charter for Involvement was published in 2015. From this the idea of a more structured process was developed.

The process continues to grow organically through consultation and evaluation with those taking part.

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Information and Tools

Once a date is set for the recruitment evening an invite is sent to all Service Users via their Senior Autism Practitioners.

Through experience we have found a manageable number of participants is a maximum of 6.

Staff may attend if additional support is required.

Senior Autism Practitioner who is leading the Service User section of the Recruitment Evening will organise transport if required.

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Information and Tools

Service User Voice – Recruitment Evening

Preparing

Service Users have a comfort break before start, this is the best time to discuss which forms each member of the group would like to use and give out pens. Discuss with supporting staff how best to support group to complete forms and if they would also be able to take some notes (more information the group has at the end the better).

Find out who in the group have a question that they would like to ask – group have named these ‘tricky’ questions.

More chairs might be required depending on how many are in each candidate group.

The group will be given a list of the candidates; they will have been put into groups A,B,C etc.

Have the first forms ready with candidates’ names written down.

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Information and Tools

The meet

The aim for our service users – the opportunity to meet potential new staff, asking questions (verbally, talker device or through supporting staff) that are important to them as individuals and their opinions being used as part of the recruitment selection.

Explain to the candidates that this part of recruitment is an opportunity to meet with our service users and staff. Our service users will introduce themselves to you and might have a few questions to ask.

As a group what works best, so far, is to number the candidates from left to right (once they've sat down) and write their number beside their name. This has helped with recalling information when candidates leave the room.

The group are very good at keeping the conversation going and discussing topics with the candidates. As the co-coordinator you might need to offer a prompt to support the group to move on or so the next service user can speak.

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Information and Tools

The aim for candidates - is to offer the candidates the opportunity to observe autism, listen to what our service users need and expect from their staff and SA and to speak to staff about the job role.

There is not a lot of time between candidate groups. Go through form with group, ensure everyone has completed for each name. As coordinator use your notes to help with recalling the person e.g. Kellie, no3, sitting next to RT spoke about dogs. At this point you may find that extra support is needed for those who have chosen the 'written' form.

Put all the forms for that candidate group together.

Prepare next forms for next candidate group.



















Group will require a comfort break during the evening. Set a time in-between candidate groups.

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Information and Tools

Recruitment Evening
Date

Interviewee's Name	Whats My Opinion?		
<input type="text"/>	green 	amber 	red 
<input type="text"/>	green 	amber 	red 
<input type="text"/>	green 	amber 	red 
<input type="text"/>	green 	amber 	red 
<input type="text"/>	green 	amber 	red 
<input type="text"/>	green 	amber 	red 

Group.....

Recruitment Evening
Date

Interviewee's Name	Words used to describe the interviewee
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>

Group.....

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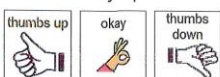
Information and Tools

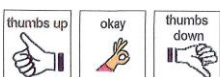
Recruitment Evening

Date

Interviewee's Name

Whats My Opinion?













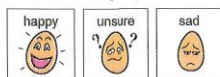
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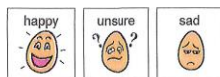
Recruitment Evening

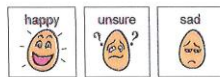
Date

Interviewee's Name

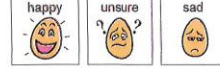
Whats My Opinion?

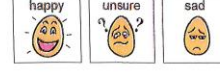












Group.....

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Feedback and Evaluation

Service user feedback:

Emma states “It gives me an insight of potential new staff that could be on my service. I am involved with the selection process and able to ask questions. This gives me the confidence to voice my opinion. The people who come to the recruitment are given the opportunity to meet Service Users and this gives them a little glimpse of the various sides of Autism.

Gordon states “I meet potential staff. I enjoy getting out of my house and meeting up with other SU from other teams. During induction its nice that we have already met”.

Richard states “It is good to meet potential new staff. When asking questions it is good for me to see what kind of reply I get. Like being part of whole atmosphere and being able to give my opinion. It makes me feel more confident being involved in recruitment process”.

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Feedback and Evaluation

Service user feedback:

Euan's support staff state "Euan went on his first recruitment this year at blue central in Dunfermline.

Euan seemed to be looking forward to it which was very good. When we arrived Euan was OK but then did show behaviours throughout the evening. The day after the recruitment, staff asked Euan if he enjoyed going which he nodded yes.

Euan did participate in some things but other things he seemed to be getting unsettled at.

When another recruitment was coming up, staff asked Euan again if he would like to go again which he shook his head no, He did communicate with staff, letting them know he enjoyed it but would not attend again.

(It could have been too many people there and it just got a bit much for Euan)"

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Feedback and Evaluation

Service user feedback:

Daniel states “I like to meet people who might become members of staff and to ask them questions and for them to ask me questions. I like to see if they share the same interests as me. If I feel they are rude or abrupt I wouldn’t want to be supported by them. I like being involved in recruitment”.

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Feedback and Evaluation

New Start feedback:

Lillian states “Meeting the Service Users at the Recruitment Evening was a great way to get an insight into how staff interact as well as putting my mind at ease about what to expect. I particularly enjoyed hearing their questions and as someone who hadn’t had much experience talking and interacting with Service Users before I felt much more confident and less nervous”.

Sean states “I think it is invaluable, especially for candidates like myself who had no prior experience in the support sphere. I felt it acted as a very good ice breaker combined with providing a very clear indication if this is going to be for you or not.

Sarah states “Meeting the Service Users made the evening more productive. It gave me a small insight into how people respond and allows those being interviewed a chance to decide if it is the right job for them, especially if you have no prior experience supporting people with Autism. It helped put me more at ease for the rest of the interview. Made the evening”.

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Feedback and Evaluation

From Service User Forum

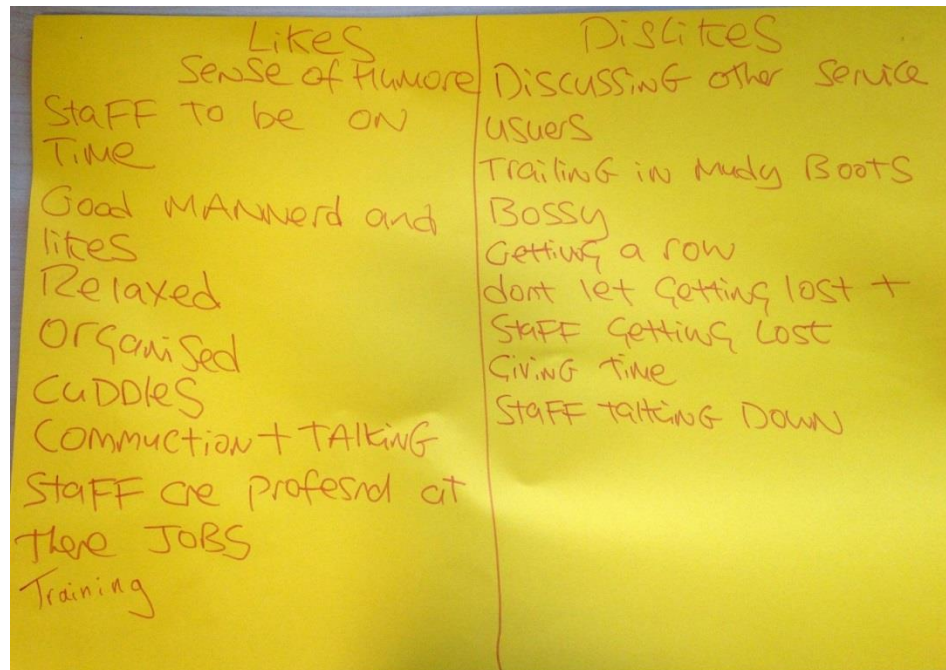
- what is your knowledge of autism?
- where are u from?
- do all staff get calm trainings?
- how are you?
- where did you work before?
- where was your first job?
- why do you want this job?
- what school did you go to?
- what trainings have you had?
- what experience could you bring to our service?
- would you treat everyone individually?
- what are your hobbies/interests?
- a guideline to follow @rombs?

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Feedback and Evaluation

From Service User Forum



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Feedback and Evaluation

Through

- Keyworker meeting
- 6 month reviews
- Staff team supervisions

we evaluate the positives of our Service Users attendance.

Using this feedback we can further advance the involvement process.

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Future Goals

Our Future Goals

- Continue to share our knowledge of Service User Involvement in Recruitment supporting other teams and areas to implement a process that works best for their services.
- Development of an easy read Recruitment and Selection Policy.

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Thank you for your time

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