



Recruitment Policy

Re-Pat Ltd

Recruitment Policy – Re-Pat Ltd

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Registered Manager	Robin Page
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Applicable to	All staff and contractors
Policy Signed By	RICHARD DRAKEFORD

1. Introduction

This policy outlines the structured recruitment process for ensuring that all team members meet our high standards for client care, professionalism and alignment with regulatory requirements.

2. Scope

This recruitment policy applies to all roles within Re-Pat Ltd.

3. Procedures

Equal Opportunity Commitment

Re-Pat Ltd is an equal opportunity employer, committed to diversity and inclusion. Recruitment decisions will be based on merit, qualifications and experience, regardless of race, gender, age, disability, or other protected characteristics. We are committed to providing reasonable accommodations for candidates with disabilities during the recruitment process.

Job Posting and Recruitment Channels

- **Internal and External Posting:** All job openings will be posted internally and externally on the company website, job boards and professional networking sites.
- **Networking and Referrals:** We encourage staff referrals and utilise industry networking to attract skilled candidates.

Job Descriptions and Requirements

- **Detailed Job Descriptions:** Each job role will have a clear job description outlining responsibilities, required qualifications, skills and any specific attributes desirable for the role.

Selection Process

1. **Screening** - Initial CV and application screening will be conducted, checking for minimum qualifications, experience and alignment with Re-Pat values. Applicants must demonstrate relevant experience, certification and qualifications where applicable.
2. **Interview Process** - Shortlisted candidates will go through formal structured interviews. The interview panel may include the company director and Registered Manager.
3. **Skills Assessment** - Depending on the role, some candidates may undergo practical assessments. This could include clinic-based scenarios to evaluate decision-making, client interactions and technical skills.
4. **Reference and Background Checks** - Successful candidates will undergo reference checks with previous employers to verify work history and competencies. Background checks, including DBS and checks of professional registration will be conducted for all clinical and client-facing roles.

Qualifications and Training Requirements

- **General Qualifications:** All staff must meet the basic requirements for their roles, including education, certification and any relevant professional registration.
- **Clinic Staff:** All roles within Re-Pat Ltd require relevant qualifications, experience and skills.
- **Onboarding and Training:** Newly employed staff will complete comprehensive orientation and training program.

Probation Period and Evaluation

- **Probationary Period:** All new employees will undergo a probationary period of either three or six months, depending on the role, during which their performance and fit within the organisation will be assessed.
- **Evaluation and Feedback:** The Registered Manager will provide regular feedback and a formal review at the end of the probation period.

Continuous Professional Development

- **Mandatory Training:** All staff are required to complete ongoing training to ensure that their skills and knowledge are in-line with best practice.
- **Annual Reviews and CPD:** Re-Pat Ltd supports continual professional development (CPD) and will support staff with annual appraisals in order to assess staff performance and identify areas for further development.

Record Keeping and Compliance

- **Documentation:** All recruitment records, including job postings, applications, interview notes, and reference checks, will be securely stored and accessible only to authorised personnel.
- **Confidentiality:** Information gathered during the recruitment process is treated confidentially, in compliance with GDPR data protection regulations.
- **Compliance with Healthcare Standards:** Re-Pat Ltd follows standards for recruitment, ensuring compliance with regulatory standards.

Exit Interviews and Feedback

- **Exit Interviews:** These will be conducted for all departing staff to gain feedback on their experience and identify areas for improvement in recruitment and staff retention.
- **Retention Strategies:** Feedback from exit interviews is used to inform recruitment practices and improve staff retention, ensuring that team members feel valued and supported.

4.Training

Staff responsible for undertaking the recruitment process will have relevant experience and training to ensure equal opportunities and adherence to Employment laws and best practices.

5.Policy Review

This recruitment policy will be reviewed annually to ensure it aligns with current employment laws and best practices. Any updates or changes will be communicated to all relevant parties and the policy updated accordingly.

6.Related Policies

Training and Development Policy

Whistleblowing Policy

Quality, Governance and Risk Policy

Equality and Diversity Policy

Appendices List

Appendix A: Recruitment Interview Questionnaire Template A standard template of questions that assess candidates' skills, experience, and alignment with company values, including scenario-based questions.

Appendix B: Reference Check Form A structured form to verify candidates past performance and relevant experience.

Appendix C: Training and Onboarding Checklist A detailed checklist for onboarding and training each new employee specific to each role.

Appendix D: Probationary Period Evaluation Form A standardised evaluation form to assess new employees' performance, skills application and alignment with Re-Pat Ltd standards.

Appendix E: Exit Interview Form A structured form to document feedback from departing employees to improve recruitment practices and retention strategies

Appendix A: Recruitment Interview Questionnaire Template – Re-Pat Ltd

Candidate Name: _____

Position Applied For: _____

Interviewer(s): _____

Date of Interview: _____

Section 1: General Information and Skills

1. Tell us about yourself and why you are interested in this position.
2. What specific skills and experiences do you bring to this role?
3. Describe your familiarity with the service we offer.
4. How do you prioritise and manage your time effectively in a busy environment?

Section 2: Scenario-based Questions

1. **Clinical Scenario:** Describe how you would manage a situation where a client is anxious? How would you make them feel comfortable and ensure they feel safe?
2. **Admin Scenario:** A client requires a transfer; however, the leased ambulance was not booked. What would you do?
3. **Ethics and Confidentiality:** Explain a time when you had to manage confidential information carefully. How did you ensure privacy was maintained?
4. **Teamwork:** Describe a time when you successfully worked in a team to achieve a goal. What was your role and what was the outcome?

Section 3: Alignment with Company Values

1. Describe how you align with our company values.
2. What motivates you to work in an ambulance environment?
3. What do you consider the most important aspect of delivering high-quality client care?

Additional Notes/Observations:

Interviewer Signature: _____

Date: _____

Appendix B: Reference Check Form – Re-Pat Ltd

Candidate Name: _____

Position Applied For: _____

Reference Contacted: _____

Relationship to Candidate: _____

Date of Contact: _____

Reference Check Questions

1. Can you confirm the candidate's employment details and job title?
2. What were the candidate's main responsibilities in their role?
3. How would you describe the candidate's work ethic and reliability?
4. Describe the candidate's interpersonal skills and ability to work with others.
5. Were there any notable strengths or areas for improvement?
6. How did the candidate manage challenging situations?
7. Would you recommend this person for a role at Re-Pat Ltd? Why or why not?

Additional Comments:

Reference Contact Signature (if in person): _____

Date: _____

Appendix C: Training and Onboarding Checklist – Re-Pat Ltd

Employee Name: _____

Position: _____

Start Date: _____

Initial Onboarding Tasks

1. Orientation and Company Overview

- ☐ Overview of Re-Pat Ltd values
- ☐ Review of key policies

2. Role-Specific Training

- ☐ Introduction to core responsibilities
- ☐ Training on infection control
- ☐ Overview of specific procedures

3. Technology and Equipment Training

- ☐ Familiarisation with equipment
- ☐ Safe use and maintenance procedures for equipment
- ☐ Documentation and record-keeping practices

4. Compliance and Regulatory Requirements

- ☐ Review of data protection and client privacy policies
- ☐ Training on incident and safeguarding reporting procedures
- ☐ Role-specific training

Follow-Up Evaluation (30-Day Check-In)

- ☐ Assess comfort level with job duties
- ☐ Identify any additional training needs

Comments:

Registered Manager/Supervisor Signature: _____

Date: _____

Appendix D: Probationary Period Evaluation Form

Employee Name: _____

Position: _____

Start Date: _____

End of Probation Review Date: _____

Performance Evaluation Criteria

1. Job Knowledge and Skills

☐ Has demonstrated the necessary skills and understanding of job responsibilities

Comments: _____

2. Quality of Work

☐ Consistently meets quality standards and expectations

Comments: _____

3. Time Management and Productivity

☐ Manages time effectively and meets deadlines

Comments: _____

4. Interpersonal Skills and Teamwork

☐ Communicates effectively with clients and staff

Comments: _____

5. Alignment with Company Values

☐ Demonstrates values of compassion, safety and integrity

Comments: _____

Overall Evaluation and Recommendations

- Satisfactory Completion of Probation: ☐ Yes ☐ No

- Recommendations:

Registered Manager/Supervisor Signature: _____

Date: _____

Appendix E: Exit Interview Form

Employee Name: _____

Position: _____

Department: _____

Date of Interview: _____

Interviewer(s): _____

Exit Interview Questions

1. Reason for Leaving

- What influenced your decision to leave Re-Pat Ltd?

2. Experience in Current Role

- What aspects of your role did you find most fulfilling or challenging?

3. Team and Workplace Environment

- How would you describe the work environment and team dynamics?

4. Management and Support

- Did you feel supported by your manager and within the role in general?

5. Feedback for Improvement

- Are there any changes or improvements you would suggest?

6. Re-Employment

- Would you consider re-joining Re-Pat Ltd in the future?

Additional Comments:

Interviewer Signature: _____

Date: _____