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'Resident Recruit' Policy & Procedure

A major PRHA objective is to meaningfully involve residents in the running of the Association.

PRHA is committed to giving its residents a greater voice into how services are run. The organisation actively supports resident engagement within the recruitment process thus utilising the knowledge, skills and experience of its residents. It is essential that staff actively promote the 'Resident Recruit' initiative and see the process as an integral part of the services we provide.

When participating as full members of the interview panel, residents are equal members of the panel and their views will be given equal consideration. Whenever possible resident engagement will be part of the recruitment process. Trained residents will be invited to participate from a rota system. Individual circumstances of residents will be considered including special needs, need for peer support, time of interviews etc. Where applicable the recruitment adverts will inform potential candidates that residents will contribute to the recruitment process.

All vacancies within PRHA are open to resident participation. Participation in the recruitment process is open to all residents receiving services from PRHA but only trained residents will be able to get involved. Training for new residents and refresher courses for existing 'resident recruit' members will be arranged once a year.

Existing 'resident recruit' members will be invited to attend the annual refresher courses. If the resident's skills are up-to-date their attendance is voluntary, however if it is considered that their skills need to be improved, they will be required to attend.

The Specialist Services Team Manager will liaise with the resident and his / her keyworker regarding the need to attend a refresher course. If the resident's skills are not up-to-date and they are unwilling to go on further training this may jeopardise their future involvement in the recruitment process. At times of significant change, for example if there have been changes in legislation, all 'resident recruit' member will be required to attend a refresher course.

Language support and support with disabilities will be arranged for those residents who require it to enable them to participate in the process.

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Those residents who have undergone recruitment training and have moved on from PRHA will be able to continue to participate in the recruitment process. This is provided that they continue to have regular contact with the Specialist Services Team Manager or another member of staff, they recruitment skills are up-to-date and that their personal circumstances do not prevent them from involvement.

Procedure

Preparation is an essential part of any project management. A number of things need to be addressed and planned for while considering involving residents in the recruitment and selection process. This procedure will cover 1) Training, 2) Type and Level of Involvement, 3) Support, 4) Co-ordination, Roles & Responsibilities and 5) Payment and Expenses.

1) Training

- All 'Resident Recruit' members will receive adequate training to participate at any level of the recruitment process including full participation on recruitment panels. Unless a resident has received formal training they will not be involved in the recruitment process.
- Training for new members will take place once a year. In-house refresher courses for existing members will take place once a year.
- A follow-up support group will take place within two months after each annual training course to address any questions, concerns and support needs of trained residents. The need for regular support meetings will be discussed at the follow-up meeting with the residents.
- Appropriate training will address any concerns, anxieties and boundary issues that may arise and will ensure that all, including potential candidates, will have confidence of a fair interview process.
- The content of the training and support programme will cover the following areas:
 - The reason why we promote resident engagement in recruitment.
 - The recruitment process from the time of a vacancy to appointment.
 - The PRHA recruitment and selection policy.
 - Job description and person specification.
 - The role of Human Resources and recruiting panel.

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- Preparation for interview, documentation, preparing questions for candidates etc.
- The interview itself including interview skills and techniques.
- Roles and responsibilities of panel members.
- Practicalities like taking notes during the interview, how the resident would like to be introduced etc.
- Confidentiality, possible conflict of interests and boundaries.
- The value of diversity and awareness of equal opportunities.
- Residents will be asked to sign a declaration that they have received a copy of PRHA's Confidentiality, Equal Opportunities and Diversity policies / procedures confirming that they fully understand their contents.

2) Type and Level of Involvement

Maintaining Boundaries/Conflict of Interest

Residents are only permitted to interview external candidates applying for roles within their own hostel, to maintain a direct and informed perspective on the needs, culture and dynamics of their specific living environment.

It also supports more informed decision-making while maintaining clear boundaries between hostels with promoting fairness and consistency across recruitment process and avoiding conflicts of interest.

There are different levels at which residents can be involved in the recruitment process. Flexibility of involvement is essential and it is for the residents to determine to what extent they want to get involved. The types and level of involvement available are:

- Drafting or reviewing job descriptions / person specifications.
- Meeting and greeting candidates on the day of the interviews.
- Being full member of the panel, in which case
 - it is advisable that the resident is involved in shortlisting applications if possible. Involvement in shortlisting depends on the individual resident's ability, the number of applications received etc. It is important that resident engagement in shortlisting follows equal opportunities and is consistent.
 - it is also good practice for residents to have an input into the formulation of interview questions.
- Promoting the 'Resident Recruit' initiative by visiting other projects, attending staff conferences and other PRHA events and meetings.

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The possibility of forming informal resident only pre-panel sessions with potential candidates will also be considered. This initiative will be discussed at the next training session and the idea will be reviewed within 6 months of the commencement of this procedure.

Both non-trained residents as well as 'Resident Recruit' members are welcome to suggest interview questions for vacancies within their project / service by taking their suggestion to the resident / tenant / meeting.

3) Support

In addition to a training programme, the provision of support at an appropriate level for each participant throughout the 'Resident Recruit' journey is key to success.

- It is important to consider that due to the possible diversity of the residents that take part in 'Resident Recruit' the level of resident development and commitment may vary during the project (individual circumstances, medication, etc).
- It is essential that residents are willing to become involved and do not feel pressured to do so.
- The resident must be given as much notice as possible before their involvement. They must receive all the paperwork including job description, person specification & interview questions in advance.
- The chair of the panel must make arrangements for a staff panel member to meet with the resident before the day to give a briefing of the schedule and answer any questions the resident may have.
- The resident must feel sufficiently prepared for participation and feel welcome and valued on the day.
- Feedback on the monitoring and work of the 'Resident Recruit' to all parties and PRHA as an organisation is necessary. This includes sending out feedback questionnaires to the resident following their involvement in recruitment.
- Liaison between the Specialist Services Team Manager and the resident's Keyworker is paramount.
- Keyworkers are to be involved as much as possible in selling the initiative and will include progress of involvement in keyworking for those residents who are members of the 'Resident Recruit' process
- Recruitment timetables will be circulated to managers by HR. This will allow staff to promote and encourage residents to plan for participation.

4) Co-ordination, roles and responsibilities

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All parties are expected to actively promote the 'Resident Recruit' procedure and the initiative.

The HR manager will:

- Jointly monitor and review the policy and procedure with the Specialist Services Team Manager taking into consideration resident and staff feedback.
- Source an appropriate training provider for the annual resident training.
- Be responsible for jointly organising and running annual refresher courses for residents with the Specialist Services Team Manager.
- Ensure that job adverts state interviews may include resident participation.

The Specialist Services Team Manager will:

- Jointly monitor and review the policy with the HR Manager taking into consideration resident and staff feedback.
- Be responsible for jointly organising and running annual refresher courses for residents with the HR Manager.
- Take main responsibility for co-ordinating the 'Resident Recruit' initiative including developing a database and rota on trained residents.
- Act as the main link between residents, managers, HR and keyworkers.
- Gather feedback from residents and panels.
- Report on progress through staff and resident newsletters and Board reports.
- Monitor resident involvement in line with set targets and liaise with HR / managers where targets have not been met.
- Support individual residents as required in liaison with the keyworker.
- Keep a record of consultation with residents / staff in relation to feedback / reviewing the policy & procedure.

The Project / Service Managers will:

- Plan a process / make arrangements for 'Resident Recruit' involvement.
- Meet with the resident and agree level of involvement.
- Provide feedback to Specialist Services Team Manager.
- Gain an overview of resident participation in recruitment within the project / service.

The Keyworkers will:

- Liaise with Specialist Services Team Manager regarding resident needs.

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- Provide feedback to Specialist Services Team Manager
- Include this initiative in keyworking and promote to individual residents.
- Monitor and support residents on a day-to-day level with regards to their involvement with 'Resident Recruit'.
- Liaise with the Project / Service Manager regarding resident i involvement with 'Resident Recruit'.

The resident members will:

- Play an active role in the recruitment process to the agreed level.
- Attend and fully participate in training / refresher courses.
- Attend agreed pre-meetings before interview.
- Provide evidence of expense.
- Highlight any support needs throughout the process.

5. Payment and Expenses

Travel costs will be reimbursed on provision of receipt. Refreshments will be provided during involvement in the recruitment and selection process. Residents will receive a £10.00 Tesco gift voucher for w half a day (up 3.5 hours) participation and £20.00 Tesco gift voucher for full day participation (between 3.5 hours and 7 hours).

PRHA is currently looking at the implications on benefits where applicable. This system will be reviewed within 3 months of the commencement of this procedure.

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Appendix 1: 'Resident Recruit' Benefits

Some of the benefits of the 'Resident Recruit' initiative include:

- **For the resident:**
 - Confidence building & empowerment.
 - Written reference following participation in recruitment.
 - Capacity to shape PRHA's services and influence decision-making.
 - Greater understanding of PRHA's overall services and job roles.
 - Learning new skills.
- **For PRHA:**
 - Monitoring recruitment processes with resident involvement.
 - Wider resident-staff contact and liaison including improving the working partnership between residents and staff.
 - Valuable feedback and involvement from residents.
 - Meeting organisational targets around resident engagement and promoting PRHA's values and ethos.
- **For interviewee:**
 - Opportunity to relate to and meet with residents at the earliest opportunity.
 - Gaining a realistic insight to PRHA.
 - Understanding of the value of resident engagement within PRHA.

'Resident Recruit' Confirmation Form

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Declaration of receipt and understanding of policies / procedures

I, _____, confirm that as part of PRHA's recruitment interviewing training I have received a copy of the following policies / procedures:

- Confidentiality Policy **CS26**
- Equality & Diversity Policy **C4**
- Equality & Diversity Statement **C13**

I confirm that I have read the above-mentioned documents and fully understand their contents.

Signed: _____

Date: _____

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