



# How do I recruit and onboard quickly during COVID-19?

It may be easier than you think!

# 1

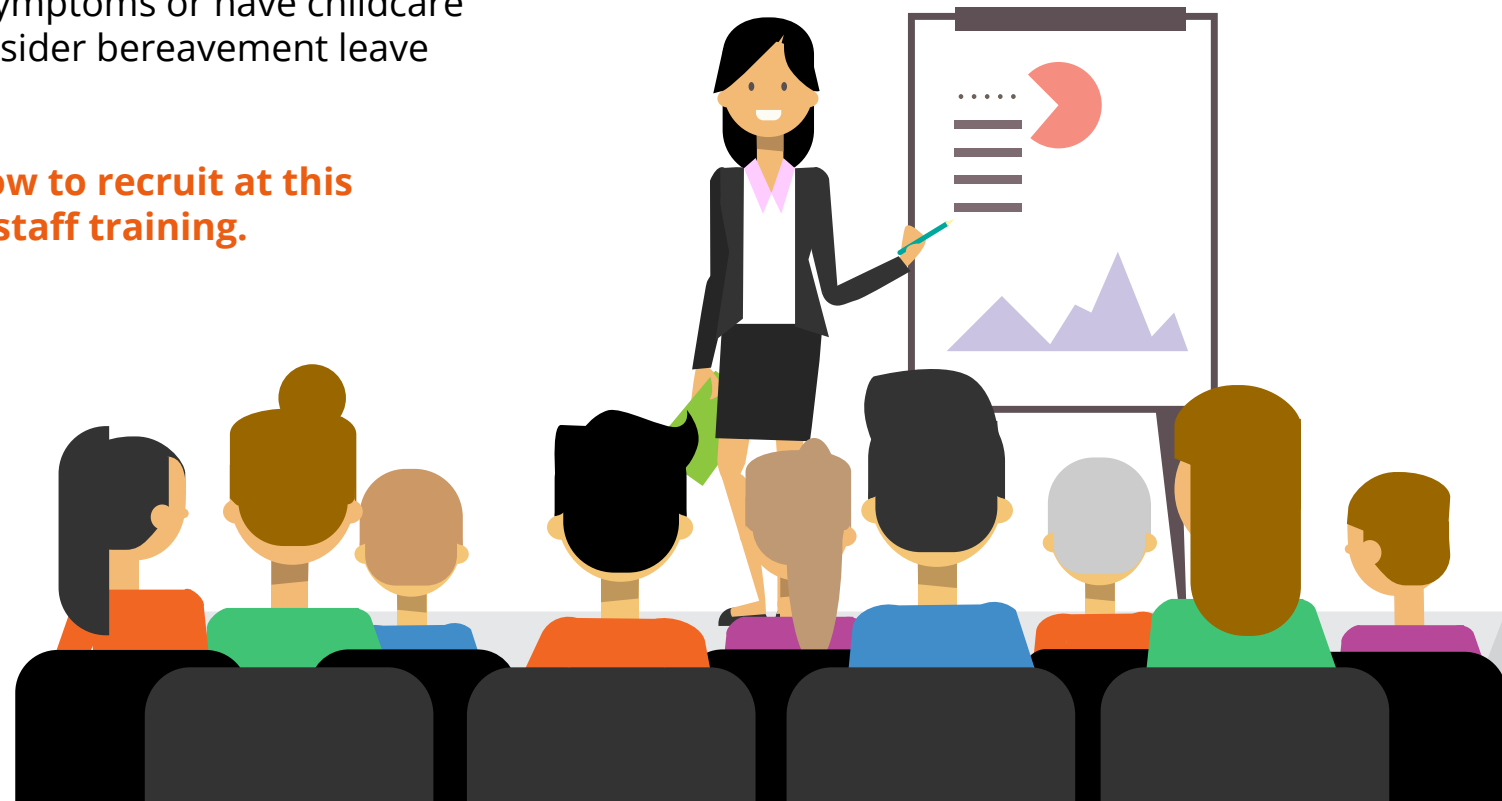
## An introduction to recruiting during the COVID-19 period

During this time of the Coronavirus, **it is highly possible that around 20% of the adult social care workforce could be off work at any one time** and this is likely to happen very soon.

This is based on statistics from the World Health Organisation (WHO). We can help reduce the impact this will have on your care organisation by helping you to prepare with your staffing needs, quicker than usual.

People may be unable to work because they need to self-isolate, have family members with symptoms or have childcare responsibilities. We also have to consider bereavement leave and sickness.

**This toolkit has information on how to recruit at this difficult time from advertising to staff training.**



[jobs@hcpa.info](mailto:jobs@hcpa.info)

01707 536020

[www.hertsgoodcare.com/recruit](http://www.hertsgoodcare.com/recruit)

# 2

## Advertising

A lot of people have lost their jobs if they have not been furloughed: This means that there are many jobseekers currently as well as individuals with care experience who want to come back into adult social care. Below are some successful methods of advertising:



**Herts Good Care**, HCPA's fully funded recruitment service have introduced a fast-track recruitment service for as long as is needed: This means that we can increase the quantity of candidates we can send to care organisations at this time. **Click here** to advertise immediately via Herts Good Care. There is no cost at any stage of this recruitment process.

**Social media:** Many people are currently at home and likely to be active on social media. Advertising on Facebook, Twitter and Instagram is proven to be successful.



**Job boards** such as 'Indeed' are still performing well. Again, many people will be searching for jobs now. Some job boards are reducing rates for key worker roles at present to help the cause, so it is worth contacting any you are interested in advertising with.



# 3

## Interviews



To avoid unnecessary contact during COVID-19 it is completely acceptable to **conduct telephone interviews or video call interviews.**

There are some great platforms for video calls, the most accessible is usually [WhatsApp](#), but you could also use Facetime, Facebook Messenger Video or other free social media video call solutions.

The most popular options are [Zoom](#) or [Skype](#). These apps can be downloaded onto a computer or a smart phone and are really quick and easy to use.

**It is best to check with the applicant which method they would prefer to make this process as accessible for them as possible, be flexible.**

## 4 DBS checks and Application Forms

The **government has made all DBS checks free at this time to help with the recruitment need for key workers in health and social care.** [Click here to see the government guidance](#) on obtaining a free DBS check. When you apply for a DBS, you need to mention the words 'covid-19' for this to be free. CQC regulations have changed and if a DBS has been obtained in the past 3 years this is sufficient alongside a disclaimer

When checking ID for a DBS check the government have advised that you can check these documents via a photograph taken with a phone or via video call instead of face-to-face. [Click here to view government guidelines.](#) This all adds to speeding up the recruitment process.

Application forms can be posted or emailed back to you. Check with the candidate if they can print this or you may need to post it to them. If you have an online form for application this would be the most efficient and speedier method.

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# 5

## Obtaining References

References should still be sought at this time, but we would recommend completing reference checks via telephone or email rather than post. However, it is possible that some employers will be inaccessible now and you are able to use your professional judgement alongside a suitable risk assessment.

**The CQC's guidance on referencing during the COVID-19 situation is:**

*"We encourage providers to continue to carry out other recruitment checks as they ordinarily would. We understand that, during this time, providers may have to assess their situation and consider starting a new member of staff or volunteer based on less evidence than they normally would. For example, if a single reference or telephone conversation with a previous employer gives the provider enough assurance to start that person in some capacity, we trust providers to use their professional judgement and to be pragmatic."*

[Click here to view the full CQC guidance on pre-employment and reference checks during COVID-19.](#)



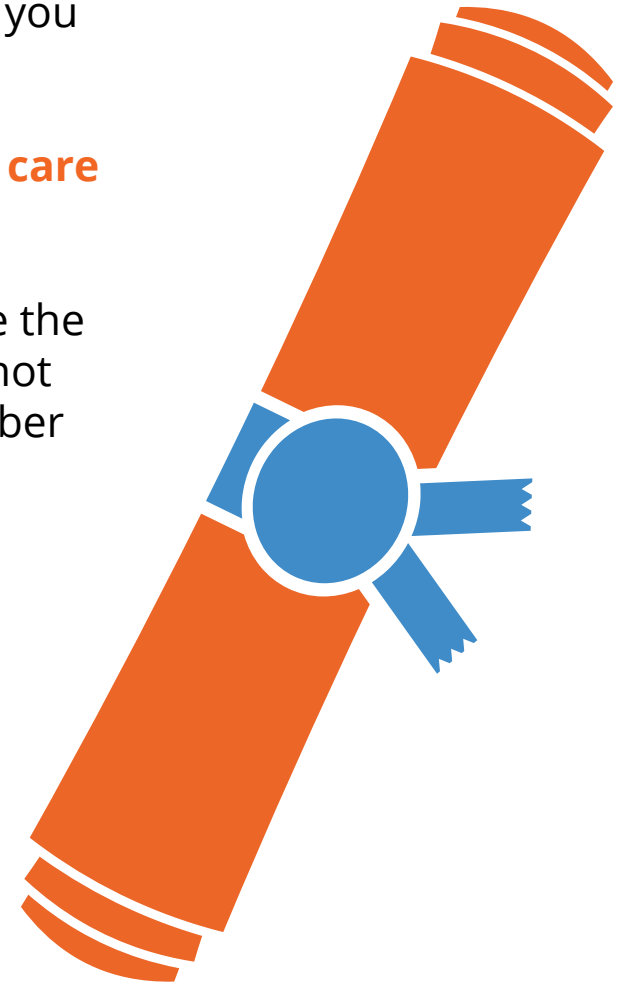
## 6 Care Certificate and Mandatory training

Quick and safe training is available via HCPA replacing face-to-face training at our premises, just for now.

In this difficult time, it will be almost impossible to give a new staff member the 'full care certificate experience' so why not look at how you can provide a 'stop-gap' measure. [Click here to find out more.](#)

**Your candidate could even complete the knowledge part of the care certificate straight after your video interview.**

Remember to ensure an experienced staff member works alongside the new person as much as possible to check competencies. This does not have to hinder their day-to-day work at the moment, but do remember to come back to us when the crisis is over so we will give your staff member the full quality assured training package they deserve.



# 7 Induction and Shadow Shifts

**It is still recommended that an induction and shadow shifts are completed, but you can be innovative with how you do this in the situation.**

When planning inductions and shadow shifts, you can match the new staff member with somebody who can be their 'buddy' for induction. It is beneficial to do this because:

1. As a manager you may be extremely busy at this time and therefore this responsibility can be provided to another staff member
2. This will help with reducing unnecessary contact and maintain social distancing where possible by primarily interacting with one experienced staff member
3. This is a great development opportunity for your existing staff member to check competencies and ensure that the new staff member knows how to complete their tasks correctly





# 8

## Furloughed Staff

If you are in a situation where do you not have enough hours of work to give existing staff members we have temporary roles available for them for the duration of COVID-19.

To find out more about this please email [jobs@hcpa.info](mailto:jobs@hcpa.info)





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