



www.tenderlovingcare.org.uk / office@tenderlovingcare.org.uk
Bryn Derw, 2 Narrow Lane, Llandudno Junction, LL31 9BB
01492 592177

Tender Loving Care is an Equal Opportunities Employer, and we pride ourselves on the quality of the service that we deliver. We are recruiting enthusiastic, caring people to join our team.

Please find enclosed an application pack. Thank you for your interest, please fill in the application form and send it back to us with your C.V. We look forward to receiving it and will contact you in due course.

Yours sincerely

Olwen Dean
Manager/Director



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 Bryn Derw, 2 Narrow Lane, Llandudno Junction, LL31 9BB
 01492 592177

Application for Employment

STRICTLY CONFIDENTIAL
 Please type or complete this form in black ink

POSITION APPLIED FOR	Date of Application
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PERSONAL DETAILS

Surname	First names
Address	Maiden name (if applicable)
Post code	Home Telephone No.
	Work Telephone No.
	Mobile No.
Email Address	
National Insurance Number	

EDUCATION

Schools attended	Examinations passed	Year Obtained

College, University, other Further Education	Degrees, Awards or Professional Qualifications	Date

EMPLOYMENT

(Employment History must have no gaps. If periods of unemployment exist, please explain them).

IF FORWARDING C.V. PLEASE DO NOT FILL THIS IN.

Date		Employer's name (most recent first)	Position held	Salary & Benefits	Reason for leaving
From	To				

AVAILABILITY

Period of notice required		Are you legally eligible for employment in the UK?	YES/NO
Date available for work		Do you hold a current driving licence?	YES/NO
Do you require a work permit?	YES/NO	Do you own a car?	YES/NO

KNOWLEDGE, SKILLS AND EXPERIENCE

Please tell us why you would succeed in this position, setting out relevant knowledge, skills and experience you have gained from current/previous employment or voluntary/community work.

You should also provide any other information that may be of interest and relevant to the position. Please also describe your aspirations and ambitions.

Please remember to address the criteria mentioned in the Job Description and/or Person Specification when completing your application.

(If necessary, you should continue on a separate sheet).

REFERENCES

Please give the name and address of two referees, one of whom must be your present employer

Full Name	Position / Job Title	Full Address/ Email Address and Tel No	Date ref sent	Date ref returned
1.		Address: Phone Number: Email Address:		
2.		Address: Phone Number: Email Address:		

OTHER INFORMATION

If you consider yourself as having a disability, is there any support you would require to attend for interview? Please specify (eg wheelchair, accessible rooms, etc.)	
Are you related to any employee of this organisation?	YES/NO
Have you applied for any other post in this organisation in the last year?	YES/NO

ADDITIONAL PERSONAL DETAILS

Outside interests, leisure time activities and other personal information which you think may assist us in evaluating your application.

REHABILITATION OF OFFENDERS ACT 1974 – NOTICE TO OFFENDERS

Because of the nature of the work involved, the post for which you are applying is exempt from Section 4(2) of the Rehabilitation of Offenders Act 1974 by virtue of the Rehabilitation Offenders Act (Exemption Order 1975). This means that you are not entitled to withhold information relating to any convictions you may have had.

Do you have any convictions to disclose? YES/NO

Any information should be given on a separate sheet and sent with this application form. This information will be treated as confidential and will not necessarily preclude you from employment.

PROTECTION OF VULNERABLE ADULTS LIST

We are not allowed by Law to appoint people who are on the Protection of Vulnerable Adults List. Please confirm that to the best of your knowledge you are not on this list. If you are on this list you need not apply for this position with us.

I am / am not (please delete as appropriate) on the POVA list.

I declare that the information given is correct to the best of my knowledge, further that I can demonstrate that I am eligible to work in the UK. I understand that omissions or false statements may disqualify me from employment or lead to dismissal. I give the employer the right to investigate all references.

Signature: **Date:**

The form when completed must be returned to:
Bryn Derw, 2 Narrow Lane, Llandudno Junction, Conwy, LL31 9BB.
office@tenderlovingcare.org.uk



JOB DESCRIPTION — DOMICILIARY CARE ASSISTANT

Position:	Care Worker
Responsible to:	Agency manager

Purpose of Position

To share with other staff in meeting the personal care needs of service users in a way that respects the dignity of the individual and promotes independence. Care provided by care workers is expected to include care that would reasonably be given by members of the service user's own family and is not expected to include tasks that would normally be expected to be undertaken by a trained nurse.

Principal Responsibilities

1. To assist service users who need help with getting up in the morning, dressing, undressing, washing, bathing and the toilet.
2. To help service users with mobility problems and other physical disabilities, including incontinence and help in use and care of aids and personal equipment.
3. To care for service users who are temporarily sick and needing, for example, minor dressings, bed nursing, help with feeding, etc.
4. To help care for service users who are dying.
5. To help in the promotion of mental and physical activity of service users through talking to them, taking them out, sharing with them in activities such as reading, writing, hobbies and recreations.
6. To make and change beds; tidy rooms; do light cleaning and empty commodes.
7. To inspect, launder and mend service users' clothing.
8. To set tables and trays; serve meals; feed service users who need help; prepare light meals and wash up; tidy and clear the dining room.
9. To answer emergency bells, the door and the telephone and greet visitors.
10. To read and write reports, and take part in staff and service users' meetings and in training activities as directed.
11. To perform such other duties as may reasonably be required.
12. To comply with the agency's guidelines and policies at all times.
13. To report to the agency manager any significant changes in the health or circumstances of a service user.
14. To encourage service users to remain as independent as possible.

Person Specification — Essential Criteria

The following personal attributes are considered essential to the post of care worker:

- (a) Self motivated
- (b) Organised
- (c) Flexible
- (d) Caring
- (e) Sensitive to the needs of others and to the sick or infirm
- (f) An active team player but also able to work on own initiative
- (g) A good communicator.

All staff are required to respect the confidentiality of all matters that they might learn in the course of their employment. All staff are expected to respect the requirements under all company policies and procedures and work as trained.

Review of this Procedure

Name: Mrs Olwen Dean
Date: November 2007
Date: November 2008
Policy Review Date: March 2013



POLICY ON RECRUITMENT AND SELECTION

Aim of the Policy

This policy is intended to set out the values, principles and policies underpinning this agency's approach to recruitment.

Policy Statement

The aim of the agency's selection procedure is to ensure that the most suitable candidate is chosen for the job and that all applicants receive fair and equitable treatment.

Philosophy

The agency is committed to providing equal employment opportunities to all job applicants irrespective of race, nationality, sex, union membership or disability.

Job Posting

The agency provides employees with an opportunity to indicate their interest in open positions and to advance within the agency according to their skills and experience. In general, notices of all regular, full and part-time job openings will be posted, although the agency reserves its right not to post a particular opening.

To be eligible to apply for a posted job, an employee must be performing competently in their present position and have held it long enough to make a significant contribution.

The agency encourages employees to talk with their supervisors about their career plans and supervisors are encouraged to support employees' efforts to gain experience and advance within the organisation.

An applicant's supervisor may be contacted for an account of an employee's performance, skills, and other factors relevant to any application they may make. Any staffing limitations or other circumstances that might affect a prospective transfer may also be discussed.

Personnel Selection

All applicants will be sent an application form and a job description. Only applications made using the proper form and received by the advertised deadline will be considered.

Applicants will be short-listed by comparing their application form with the person specification for the job. All short-listed candidates will be offered an interview and given details of the agency, the position for which they have applied and the terms and conditions of employment.

Equal Opportunities Policy

The agency practices an equal opportunities policy and wishes to recruit and employ those people who are best suited for the vacancies for which they have applied.

Brief details of every application and the reason for inviting some and not other applicants for interview will be detained on the application form.

References

All offers of employment are made on condition that satisfactory references are obtained in respect of the applicant. If the references prove to be unsatisfactory, the offer of employment may be withdrawn without the agency being in breach of contract.

Applicants should confirm in writing that their present employer may be approached for a reference. If a reference, verbal or written, is deemed unsatisfactory, the appointee should be told and given written confirmation that the offer of employment is withdrawn since the condition to which it was subject has not been fulfilled.

When recruiting new staff, the agency will refer to the Protection of Vulnerable Adults register and will perform a full police check on the candidates.

Job Interviews

Job interviews provide an opportunity for the agency to get the information it needs about applicants to decide which is most suitable for the position in question. Interviews will not be conducted until a completed application form has been received.

Every attempt will be made to ensure that interviews are conducted under conditions which are favourable to interviewees giving their best. Interviewers must ensure that they have all the appropriate documentation before the start of the interview. The assessments made by interviewers must be formally recorded on an interview assessment form. Interviewers must not make offers of employment or suggest variations to standard terms and conditions of employment at the interview.

Registration

All staff are employed in accordance with the codes of conduct of the General Social Care Council. As the registration of the social care workforce is extended, staff for posts for which registration is mandatory will be employed only on production of satisfactory evidence of their current registration.



CRIMINAL RECORDS POLICY

Scope and Purpose of Policy

This policy outlines the organisation's approach to the recruitment of staff with criminal convictions, the use of criminal record checks and the storage and use of information on convictions disclosed by the Criminal Records Bureau (CRB) . The policy applies to all staff groups and should be given to applicants at the outset of the recruitment process where a CRB request for disclosure of their criminal record will be required as part of the application process.

Criminal Records Check Policy Statement

This organisation will:

1. To comply with the law, use the Criminal Records Bureau (CRB) Disclosure Service to obtain information, to enable it to assess the suitability of applicants for employment in positions of trust.
2. Comply fully with the CRB code of practice and not discriminate unfairly against any subject of a CRB disclosure on the basis of conviction or other information revealed. Having a criminal record will not necessarily bar an applicant from working for the organisation as the nature of a disclosed conviction and its relevance to the post in question will be considered first.
3. Comply with the CRB code regarding the secure storage, handling, use, retention and disposal of CRB disclosures and disclosure information and with its obligations under the **Data Protection Act 1998**.

Appointments Requiring a CRB Disclosure

An appointee will be requested to submit to a CRB disclosure request wherever a risk assessment has indicated that the position requires working in a position of trust. For posts where a CRB disclosure will be required, the further particulars of the post will contain an indication that a disclosure will be requested in the event of the individual being offered the position. All subjects of a CRB disclosure request will be made aware of the CRB Code of Practice. Any information revealed in a disclosure that is likely to lead to the withdrawal of a job offer will be discussed with the applicant before the offer is withdrawn.

Where a conviction has been disclosed in an individual's application for a post with the organisation, a discussion will take place at the end of the interview regarding the offence and its relevance to the position. Failure to reveal information relating to unspent convictions could lead to withdrawal of an offer of employment.

The **Rehabilitation of Offenders Act 1974** provides that ex-offenders are not required to disclose to prospective employers convictions defined as 'spent' under the Act. However, it is this organisations policy to require all applicants to disclose all criminal convictions, both 'spent' and 'unspent' as they will be working with vulnerable adults in positions of trust.

CRB Disclosure's and Data Protection

In this organisation:

- CRB disclosure information will not be stored on an employee's personnel file but will be stored separately in lockable storage with access limited to those who are entitled to see it as part of their duties. A record will be maintained of all those to whom disclosure information has been revealed as it is a criminal offence to pass this information to anyone who is not entitled to receive it.
- CRB disclosure information will only be used for the specific purpose for which it was requested and for which the applicant's full consent will have been obtained.
- Once a recruitment (or other relevant) decision has been made, CRB disclosure information will not be stored for longer than is necessary. This is generally for a period of up to six months to allow for consideration and resolution of any disputes or complaints. If, in exceptional circumstances, it is considered necessary to keep such information for longer than six months, consideration will be given to the Data Protection rights of the individual.

Once the retention period has elapsed, the organisation will ensure that any CRB disclosure information is destroyed and, while awaiting destruction, CRB disclosure information will be kept securely.

Protection of Vulnerable Adults List

The company is legally required to ensure that it does not employ people who are on this list. Applicants will be asked to declare at application that they are not on this list. Where it is found that a job applicant is on this list the company will cooperate fully with their legal duties under such circumstances.

Offers of Employment

Terms of appointment and employment between the agency and its employees are always confirmed in writing. If, due to exceptional circumstances, a verbal statement of terms cannot be avoided it should always be stated that it is subject to written confirmation.

Formal offers of employment will be made in writing after all short-listed candidates have been interviewed.

Training

Managers require basic training in interview techniques and should be aware of aspects of employment law relating to discrimination and recruitment.

Review of this Procedure

Name: Ms Olwen Dean
Date: November 2007
Policy Review Date: November 2008