



**WE'RE
WITH YOU
EVERY STEP
OF THE
WAY!**

**IT'S ALL
ABOUT YOU**

CLIENTGUIDE

OUR EXPERTISE...

- **ELDERLY**
- **DEMENTIA AND ALZHEIMER'S**
- **MENTAL HEALTH**
- **CHILDREN SERVICES**
- **LEARNING DISABILITIES & AUTISM**
- **ABI / NEURO DISABILITY**
- **PHYSICAL DISABILITIES**
- **SENSORY IMPAIRMENTS**
- **EATING DISORDERS
& PERSONALITY DISORDERS**
- **SUBSTANCE MISUSE**

**YOUR SUCCESS...
...IS OUR SUCCESS**

IT'S ALL ABOUT YOU

Whether you are a client, a candidate or a Domus employee, we are here to serve you and your needs. Your requirements, whether they are your next hire, your future job or the direction your training and career development is going in with Domus – Satisfying your needs is our purpose!

WE'RE WITH YOU EVERY STEP OF THE WAY

Adding maximum value at every stage of a recruitment process is key to what we do. We want our service to be market leading, enjoyable, instrumental and deliver transformational instead of just transactional results. This means Domus has to train our Consultants to the highest standards. Domus's commitment to our clients, our candidates and our staff is long term and sustained.

SUCCESS BREEDS SUCCESS

Securing great people for great roles is what we are all about. Successful placements mean that our candidates are happy, our clients realise their goals and our staff enjoy success in their role at Domus Recruitment. Placements are wonderful things as they are a win win win scenario. The client gets their dream candidate, the candidate gets their dream job and the client and candidate are very happy with Domus's service – your happiness is our aim!



DOMUS CLIENT INTERVIEW GUIDE

Domus has decades of collective experience in recruitment and the care sector. The advantage of doing recruitment day in day out and seeing more recruitment cycles over the course of one month than some people will see over their entire career span is that we see that good practices and also the easily avoided pitfalls. This guide is designed to give you some practical pointers to help you to create 'buy in' of your opportunity and onboard talent. Equally we hear feedback from candidate's experiences that have had a really negative experience during a recruitment process. In addition to your Recruitment Consultant's advice in regards to the specifics of your recruitment campaign, we hope this guide gives you some really useful pointers.



TIMING IS KEY

Don't take too long to get around to interviewing a candidate. The care sector suffers from skill shortages so if a suitable candidate applies you should move quickly to avoid the candidate applying to competing roles or giving the impression that you aren't a very efficient organisation. The market won't fit around your recruitment process, your recruitment process should fit around the market conditions.

FIRST IMPRESSIONS COUNT

We walk into our place of work every day and we don't see the detail that would be observed by a candidate who is assessing everything they see, hear, smell and touch to see if yours is a role they would like to take.

Before interviewing a candidate, you should think about what their experience is going to be when they approach the site, walk into the building, who is going to meet and greet them, where they are going to wait and what observations could they make whilst waiting, what room is the interview going to be in and is it looking it's best. Are you looking your best?



THE DO'S:

- Ensure easily fixable things like lightbulbs, signage, cleanliness and grounds maintenance is at a good standard
- Brief colleagues that a candidate is coming to interview and you want to showcase the business in the best possible light, gain their support and let them know what is expected – smiles, being welcoming, being professional etc.
- Ensure that if parking is difficult, the candidate has some helpful direction ahead of the interview
- If the postcode that would be put into a Sat-nav is misleading, then advise the candidate ahead of their journey
- If the candidate is being shown around the care facility or office, ensure a positively motivated person escorts them and is positive about the working conditions and role
- Offer the candidates a drink and treat them like you would a guest!

- Before an interview you should always plan! Familiarise yourself with their CV, make notes of areas of their experience you want to know more about, plan what questions you want to ask and ensure you are going to come away from the interview feeling informed enough to make a decision.

THE DON'TS:

- Keep the candidate waiting
- Allow any anti-establishment members of staff interact with a candidate
- Hold the interview at a very busy time where you may be needed
- Hold an interview in a busy place where you and the candidate's attention may lapse due to distractions or noise

THE INTERVIEW:

It's an age-old thing, but a confident and firm hand shake with a welcoming smile is important. You should always stand when shaking a candidate's hand.

When you enter the interview room with the candidate, you should advise them where to sit

You should advise the candidate of how long the interview is going to take and what the format is going to be. If the recruitment process is multiple stages, you should advise the candidate of this in advance. It is very difficult for candidates to engineer time off work and if a candidate doesn't know of additional stages of the process, this would be perceived as mismanaging their expectations and create a feeling of uncertainty. Where possible, you can conduct multiple stages in one site visit by coming out of the room and debriefing with a colleague before re-entering to commence the next stage.

The main interviewer should give the candidate an understanding of their background and their history within the company.

AFTER THE INTERVIEW

If there are a number of decision makers, they can attend the same interview instead of making candidates repeat themselves to multiple people on multiple occasions. Don't exceed three people on an interview panel. Too many people can be overwhelming for a candidate and too many people can inhibit dynamic decision making.

Build a positive rapport with the candidate. An interview is the only insight a candidate has of what the working relationship is likely to be like so a positive impression is vital to on boarding a candidate.

Posture is important as body language can speak volumes. You should aim to be upright and not slouch in your chair.

If you have your phone on you in person, make sure it is on silent. Noises will interrupt your and the candidates train of thought and is considered bad practice. If you have to take an unavoidable call during the course of the interview, explain this at the start and apologise in advance.

Eye contact. Maintain eye contact, but not too much as if you are overly wide eyed it can be unsettling for a candidate.

Don't make it an interrogation! An interview is for the mutual benefit of both a candidate and a hirer where both parties

need to come away feeling well informed about a big decision. Both parties need to gain a full understanding of one another so ensure the interview is conversational. If you have a number of competency-based questions that come one after another brief the candidate of how many you have so that you are managing the candidate's expectations.

Sell the job! In a candidate short market, you are likely to be up against competing roles so it is essential to sell your role and paint the role in a realistic, but positive light.

Sell the organisation and tell the candidate some success stories of the success others have had since joining the company. We all work at our best when others are doing the same around us. Talk about the support functions and how

the organisation can help the candidate become the best they can be.

At the end of the interview it's good practice to offer some initial feedback and also gain their thoughts on the opportunity. It's good practice to be open and if it has gone very well, it's an opportunity to end the interview on a positive note.

The interviewer should always explain what the next steps are and what timescales they are working to. These timescales shouldn't be breached as if a candidate doesn't hear back, they may conclude that they haven't been successful and be proactive in applying to competing roles or form defences to combat the potential of bad news. If you can't stick to the timescales you should keep the candidate informed.



CLIENT INDUCTION GUIDE

Domus Recruitment knows from our own experience how frustrating it is to lose a new recruit in the early days of them starting. All of the administration, planning, hopes and dreams of a great fit can all come to nothing if you don't get it right. In the role we play in supporting our clients in finding the talent they need to onboard for their businesses to succeed we gain a lot of feedback of the what to do and equally what not to do. We have put this guide together for you to ensure that when you find the right candidate, you do all the right things to ensure that appointments 'go the distance' and you lay the foundations to nurture new comers to become instrumental assets.

WHY SHOULD YOU INVEST YOUR TIME IN AN INDUCTION?

The early stages of commencing a new role are the most challenging and therefore it's important to ensure they go as smoothly as possible. This guide should give you some useful pointers to help ensure new members of your team get off to a great start. In the early days of starting a new job, the candidate may still be getting contacted by other roles, getting delayed feedback and even other offers so making them feel welcome is essential to long term success.

Have no doubt, the time and effort that is put into an induction process is worth its weight in gold. Firstly, ensuring your new employee is made to feel welcome and part of a team from day one, sets an important tone for him/her. Having a successful induction process is the difference between flying with wings or flying without. It will give the new employee a great start and a great impression of the company, along with complying with all legal and company policies and procedures. In short, the new employee will feel valued and confident that they made the right choice to come and work for you!

ON DAY ONE:

Always ensure that you give the candidate a warm welcome. The first day in a new job is very stressful so it's important to put their mind at rest.

RE-ESTABLISH THE NEEDS OF THE ROLE:

The role should be discussed again and if there have been changes that have happened since the last meeting that effect the role. The candidate should be advised of what the parameters of the role are and what the key objectives they have and the timescales involved.

EVERYTHING IS NEW:

The surroundings are all new to them so basics like where the toilet is, where do they make a drink, what policies effect their day to day activity and behaviour, who are the main people they will be working closely with and cover off any other house-keeping details.

COMMUNICATION IS KEY:

It is very important to establish open communication channels and ensure that the new starter feels that they can approach their manager with any concerns.

SET IT UP AND FOLLOW IT THROUGH:

It is good practice to establish the frequency with which you will sit down and understand how they are finding

everything. Face to face meetings are proven to generate the most trust. If these meetings are prearranged you don't evoke worry when they are suddenly summoned to a meeting room. Open and honest feedback should be given and encouraged so that everyone is on the same page and any niggles can be ironed out. The end of week one and two and then the end of the first and second month and monthly from then on is best practice. During these meetings you can gauge a candidate's level of job satisfaction, feedback on how they are performing and devise any support or training plans they need.

If it isn't you, assign a buddy or a 'go to' for when they have any concerns.





CLIENT RETENTION GUIDE

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WHY DO PEOPLE LEAVE ROLES?

The job isn't what they discussed when they were in an interview

Whilst selling the opportunity is important, if it is perceived that some key information has been held back purposely, the trust that is required for a successful working relationship is lost.

Morale and the standards are low

When people start a position it is essential to brief the staff team on making the right impression. Arguably a more powerful influence on a candidate's understanding of what is expected of them than what their direct manager tells them is what they observe of their peers' levels of commitment and engagement. Staff should be briefed on this so that they understand the role they play and the responsibility they bear.

No support

In the early days of someone starting a role their level of dependency will be high to start off with, so it is essential that the appropriate level of support is offered.

Management style or relationship with manager

Management is a very personal thing as people are so different. It is good practice to understand how people like to be managed and you can mould yourself to this wherever possible. This should be established in the interview as if the overall management style is very different from their preferred style a cultural mismatch could hinder the success of an appointment. The care sector has been criticised for having a lot of dictatorial leadership and a more modern-day approach with a combination of leadership styles is key to success.

THE AVERAGE PERSON SPENDS

104,120 HOURS
AT
WORK

SPEND IT
DOING
SOMETHING
YOU LOVE



 **domus** recruitment
Specialist Care and Healthcare Recruiters

**FINDING YOUR
NEXT MOVE.**

BODY LANGUAGE IN INTERVIEWS

It is no secret that candidates can find interviews very challenging. Preparing what to say during the interview is therefore a popular strategy used by applicants. Most people forget that body language can very quickly completely destroy what has been said. We have compiled a short list of basic gestures with which applicants can quickly reveal their true feelings – and show whether you are really suitable for a particular position in their company.

THE FIRST IMPRESSION

Some recruiters claim to be able to assess candidates within 30 seconds. Whilst the first impression is certainly influenced to a large extent by external appearance, body language also counts. Nervously adjusting clothes, a weak handshake or greeting people without making direct eye contact are already signs of insecurity and a lack of self-confidence.

DURING THE INTERVIEW

Do you ever rock in your chair, bob up and down on your feet, tap your fingers or continually scratch? Gestures like these are generally a sign that you are concerned or have difficulty concentrating on the issue at hand, even for a few minutes.

THINGS TO AVOID

Rubbing the back of the head or neck – communicates a complete lack of interest
Touching the nose – the candidate may not be entirely honest
Sitting with folded arms – this typically defensive posture suggests a lack of openness towards the person opposite.
Crossing the legs and foot wagging – is a distraction and shows that you do not feel comfortable

Raising your eyebrows, pursing the lips or tilting the head back – you will appear to be very sure of yourself, a clear sign of arrogance or dominance

Leaning towards the door with the upper part of the body – it appears that you may possibly prefer to make a run for it Lounging in the chair – a sign of disinterest and boredom

Staring back with a vacant expression – normally an indication that a person wishes to distance themselves
Strong perfume or aftershave – the candidate may wish to divert attention from particular weaknesses

SIGNS OF A STRONG PERSONALITY

A straight posture, with the upper part of the body leaning slightly forward – you have a genuine interest in the interview, communicating agreement and admiration [respect].

- Give the impression of longevity! By asking questions such as, where is the organisation looking to be in five years? Or, What are the future opportunities? You give the impression that you want to stay with the organisation for the long term and eliminates the risk of you moving on in the mind of the interviewer.
- Make sure you focus on the position you are interviewing for. If you have aspirations to use a role as a stepping stone to progress from and express this in an interview, the interviewer may feel that you will be dissatisfied with the position and opt for someone who they feel will cherish the role and put more into it. Getting the job in hand should be your focus and you should avoid mentioning anything that may be in conflict with this.
- Smile! If you appear to be enjoying the interview, the interviewer will also enjoy meeting you. If you appear to be very nervous and very uncomfortable it will unsettle the interviewer and cause them to worry about not being able to have a positive working relationship with you.

IF YOU WIN THE INTERVIEW ON A PERSONAL LEVEL YOU HAVE WON HALF THE BATTLE!



Smiling, nodding and other positive gestures – a sign of enthusiasm, competence and interest
Attentive listening and interaction during the interview - people who look around and give their full attention to the person asking the question are interested in their interview partner(s) and demonstrate openness.
Keeping the head still, a strong voice, elegant movements – portray you as someone that is very self-assured and confident.

CANDIDATE INTERVIEW TIPS

BEFORE THE INTERVIEW

- Research the company. Look at the company website and C&C reports for the home.
- Match yourself, your skill set, experience and what you are looking for to the organisation and the job. Larger companies will often have a Mission Statement, Values or Company Principles on their website. You will have to show you can match these qualities in an interview so think about how you can show this.
- Note any key issues on the C&C report, and identify where you have had similar experience of being part of working through similar issues. Get an example of what you did and what the eventual outcome was.
- Brainstorm key examples of success stories you have had in work – what the initial situation was, what you did and what the eventual outcome was. It is a good idea to have some examples for all main areas of the role to ensure you are prepared for any competency based questions.
- Look over your CV again to refresh your memory.

DOMUSRECRUITMENT

- Be prepared to answer any queries regarding any red flags that may come up on your CV. Typical red flags include a short period spent in a job, a downward change in job title to a more junior post, lack of experience at the level you are interviewing for or long gaps in your employment history. Please don't get too concerned about this, the knack is to be able to explain if asked. It is perfectly acceptable to have found a job you went to didn't live up to what you were promised or that personal circumstances were such that you wanted to take a job at a lower grade with less pressure as long as there are not multiple examples of the same red flags.
- Make sure you have all the basic details- names and positions of who you are meeting, interview times and dates and that you are clear on the location.
- Dummy runs:- Interviews are frequently at addresses that you have never been to before and where ever possible it is a good idea to do a dummy run to ensure you know the route, and how long it takes. Arriving late at an interview gives an interviewer the impression that you have poor punctuality. If you have done a dummy run it is a good idea to tell the

interviewer as this will give them the impression that you are thorough, keen and organised.

- Rightly or wrongly statistics show that a lot of interviewers make up their mind about a candidate in the first minute of meeting them. If the initial impression was less than favourable then you have more work to do to turn them around in interview. Make sure you are smartly and conservatively dressed, with good grooming and personal hygiene.
 - Be prepared for any tests that you may have to do. Tests can vary from basic english and maths tests to scenario based tests or questions. If you are mentally prepared for such occurrences you won't panic , will perform better and think clearly.
- DURING THE INTERVIEW
- An interview starts the minute you enter the building!
- It is very important that whenever you engage with any staff, residents or families, you interact with them in a very warm and enthusiastic manner. This displays the kind of positive presence you will have should you be successful and could put you ahead of the competition – it's the little things that make a big difference.
 - Always ensure you stand up, look them in the eye and give a firm handshake to the interviewer with a warm smile.

- Some interviewers ask other staff members what their impressions were of the interviewee so be aware of that if someone else does the meeting and greeting.
- Speak slowly, calmly and answer the question you were asked. Don't go off on tangents.
- Use direct eye contact as much as possible.
- If you feel you have not had the opportunity to talk about key reasons why you would be good for the role then ask if you could expand on a couple more things.
- Ask questions about the organisation. Make sure you get a thorough understanding of where the organisation is now and where it is heading.
- Unless they bring it up don't talk money, sick pay, holiday entitlement – that can all be done through your consultant.
- Don't be negative about any past employers. If you were badly treated think how you can explain briefly any reasons for leaving without it sounding as if you are being too negative about them.
- Don't be unduly modest! An interview is your chance to sell yourself, your experience, positive characteristics and qualifications so don't play yourself down.

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