NHS

Supporting quality applications for Healthcare Support Worker roles in the NHS

May 2022

Purpose of this document

The purpose of this document is to pull together resources, guidance and tools that support NHS providers to:

- improve the quality of applications they receive for Healthcare Support Worker (HCSW) roles
- attract quality candidates that are new to care
- widen access to the HCSW role by supporting candidates that require additional help to successfully complete the recruitment process.

Improving the quality of applications through recruitment materials

There are a number of tools (links below) designed to help you attract high numbers of the right candidates by writing engaging job adverts, highlighting the unique benefits of working as a HCSW in the NHS, and providing clear and accessible information about the role to candidates so they better understand what it involves.

Tool	Description
HCSW Recruitment Toolkit	This toolkit provides support and examples for writing the best possible job adverts to attract HCSWs. It also includes key messaging and information on how to specifically target new to care HCSWs as part of your recruitment campaigns.
Attracting people into HCSW roles	Through case studies and examples of good practice, this resource supports NHS

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	organisations to improve their attraction, recruitment, and retention of HCSWs.
Top tips for applying for an NHS healthcare support worker role	This resource has been developed to support candidates in submitting high-quality applications for HCSW roles and to prepare for interview. It recognises that some candidates may be unfamiliar with HCSW roles and the NHS and that some may not have been through a formal interview process before. You can share this as part of your recruitment materials or as supporting information with job adverts.
Make your job application the best it can be	Lancashire Teaching Hospitals' online guide includes useful information on how to complete NHS job applications. You may wish to signpost to this in your recruitment materials.
Improving attraction through pre-screening and using career development frameworks: Bradford Teaching Hospital Trust	This case study demonstrates how organisations can change their recruitment processes to improve attraction of HCSWs by embedding screening questions and by using career progression frameworks as an attraction tool.
HCSW Learning and Development Roadmap	This resource can be used to attract candidates. It demonstrates the opportunities available to develop within the role and to progress in their NHS career. It also includes helpful tools for education teams and managers to facilitate career conversations and career planning with HCSWs.

Recruitment processes

These tools and resources are designed to support trusts with implementing efficient and effective recruitment processes and improving hiring outcomes and retention.

Tool	Description
NHS Jobs: Guidance on 'CV Only' Applications	In the current labour market, many organisations will accept CVs from candidates. To ensure the NHS is competitive in its recruitment of HCSWs, you may want to consider using a 'CV only' application process instead of the traditional

	application form. This guidance explains how you can do this.
[Best practice in recruiting new to care HCSWs (Webinar)](#)	This webinar, run by the NHS England and NHS Improvement HCSW Programme, contains a wealth of information on how organisations are doing things differently in their recruitment processes to attract new to care HCSWs.
How to implement values based recruitment [Bradford District Care NHS Foundation Trust - Implementing Values Based Recruitment](#) [Cheshire Wirral NHS Trust - Implementing Values Based Recruitment](#)	These case studies provide excellent examples of how to implement a values based recruitment process. Practical tools to accompany these case studies can be found on the [FutureNHS Platform.](#)
[Guidance on collaborative recruitment across a system (Black Country Healthcare NHS Foundation Trust)](#)	You may want to consider recruiting HCSWs at a system level. This case study provides an excellent example of how this can work.
[Guidance on inclusive recruitment](#) (NHS Employers)	When attracting new to care HCSWs, it is vital to think about how you can recruit and support candidates from diverse backgrounds. This resource contains case studies from different sectors on how they have embedded inclusive recruitment practices.
[Creating Job Vacancies on NHS Jobs](#)	If you use NHS jobs to recruit HCSWs, you may find this general guide useful. It provides tips on creating adverts that you can tailor to attract HCSWs.

Further support and information

You can find further information and resources to support you on the HCSW Programme [FutureNHS platform](#). If you have any questions, please contact the programme team at: england.NursingWorkforce@nhs.net