

Overview

This standard identifies the requirements when promoting the recruitment of team members. It involves taking a fair and objective approach to recruitment and selection to ensure that individuals with the required skills, knowledge and understanding and who are likely to perform effectively are appointed. The standard also involves taking action to support the retention of new team members.

Performance criteria

You must be able to:

1. review the workload for your area of responsibility
2. review gaps and shortfalls in staffing, experience and skills mix to identify recruitment requirements
3. identify and agree the roles and responsibilities of yourself and others in the recruitment and selection process
4. work in partnership with others to review job descriptions, person specifications and job adverts
5. participate in and monitor the recruitment and selection process
6. ensure that selection procedures and required pre-employment checks have been actioned
7. acquire references for newly recruited team members
8. provide information about selection decisions to others
9. support new team member inductions and provide resources and ongoing support to settle into the workplace
10. provide opportunities for new team members to discuss and reflect on progress though their probationary period
11. work in partnership with others to feedback on the recruitment and selection process and identify good practice and address changes for future recruitment
12. complete records and reports required for the recruitment of team members
13. reflect on how you carried out your roles and responsibilities when promoting the recruitment of team members

Knowledge and understanding

You need to know and understand:

1. the working culture and practices of the sector
2. the current initiatives and arrangements within the sector to address recruitment and retention issues
3. how to measure staff turnover in the workplace and compare it to similar settings and wider sector turnover
4. the effect of high and low team member turnover, and how to address this
5. how to review the workload and workplace changes to identify recruitment requirements
6. what job descriptions and person specifications should cover and why it is important to work in partnership with others in developing or reviewing them
7. how to develop inclusive recruitment from different cultures, backgrounds and underrepresented groups
8. the influence of neurodiversity and additional needs on the recruitment process, and the importance of making reasonable adjustments
9. the importance of identifying and agreeing roles and responsibilities for the stages of recruitment and selection process
10. different recruitment advertisement methods considering local employment market conditions
11. how to use digital tools and devices in the recruitment of team members
12. the importance of providing fair, clear and accurate information on vacancies for potential applicants
13. how to judge if an applicant meets the requirements of the vacancy
14. how to apply trauma informed principles in the recruitment, selection and retention of team members
15. the pre-employment checks required for safe and fair recruitment practices
16. the role of inductions in retaining team members
17. how to support new team members to settle into the workplace
18. the importance of dignity, kindness and compassion in supporting the recruitment and retention of team members
19. how to support emotional regulation during the recruitment process
20. the probationary period requirements for your workplace, and the importance of this
21. why it is important to carry out exit interviews with team members

Promote the recruitment of team members

22. how to feedback on the recruitment and selection processes, identify good practice and address changes for future recruitment
23. the records and reports required for the recruitment of team members
24. theories relevant to promoting the recruitment of team members
25. the relevant legal requirements, standards of practice, frameworks and guidance for the recruitment of team members
26. the workplace requirements on equality, diversity, inclusion and rights when recruiting team members
27. how to seek support when recruiting and retaining team members
28. how your personal experiences and unconscious bias may impact when recruiting team members, and how to address this
29. the role of supervision, reflective practice and learning and development when recruiting and retaining team members

Glossary

The glossary for this National Occupational Standard is available on the Skills for Care and Development website.

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