



WM SOCIAL CARE

• International Recruitment Hub •

Choosing an Ethical Agency Supplier

**Making a
Decision**



In partnership with

Directors of
adass
adult social services
West Midlands

 **WM Employers**

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Introduction

International recruitment can be part of your workforce recruitment and retention plans. It can add value to your organisation and the clients you support. Overseas workers can bring diversity in skills, knowledge and experience that support your community and the communities around you.

Recruiting from overseas can be challenging as there is a vast amount of information available, and processes that require you to ensure legal compliance, and ethical standards set out in [The Code of Practice](#).

This will be an investment financially for both your organisation and the individuals wanting to take up a role in the UK. It is important to have the correct information and seek support from experts in the market. It is common to use an agency to support you in finding suitable candidates and guide you through the process. Using a recruitment agency that is experienced and specialises in International Recruitment can cut down on time, costs and support Ethical Recruitment.

STOP - CHECK



Do you already have international recruits working for you?



Have you checked with your current supplier your employees/workforce status; you may have international recruits that you are **NOT** aware of, or who may be working on different visa types check with your supplier.



CORE

Principles and Values

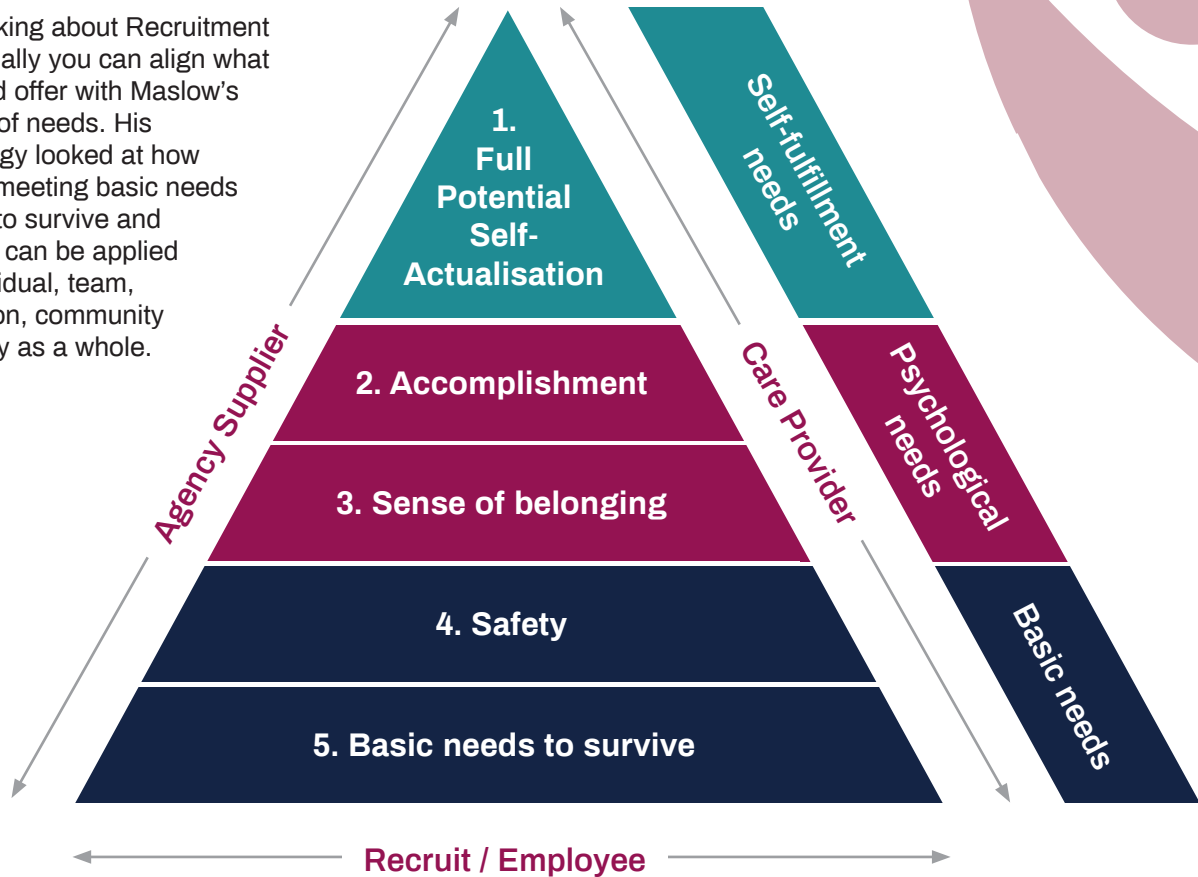
It is important to work to a set of Core Principles and Values.

Working within those principles and having a mutual understanding with your supplier is crucial to relationships and communication.

- Be clear, talk to colleagues and your clients.
- What does your organisation need to support and develop its workforce?
- How is International Recruitment going to compliment that?
- Do you need to take additional steps to ensure International recruitment is safe and sustainable?
- Look at what services you require from an agency to ensure your pathway to International Recruitment is successful, compliant and is promoting ethical practice.
- Do your organisational policies, values, and those of the agency you want to work with speak to each other, are they meeting standards set out in The Code of Practice. Identify who else may support you and your recruits both professionally and pastorally within your community.

Meeting Needs

When thinking about Recruitment Internationally you can align what you do and offer with Maslow's Hierarchy of needs. His methodology looked at how important meeting basic needs are for us to survive and thrive This can be applied to an individual, team, organisation, community and society as a whole.



Look how you are:

- Meeting the needs of your organisation
- Meeting the needs of the community you serve
- Meeting the needs of candidates/recruits'
- Meeting needs beyond initial onboarding and Induction

Everyone's journey starts with **basic needs being met** these are crucial to successful recruitment additional stages will, inform processes, policy and support **individuals** development and pastoral care. Have a plan with appropriate steps that are reviewed regularly for everyone to develop, achieve, realise, your/their **full potential** and **actualisation**.

SIX STEPS TO SUCCESSFUL RECRUITMENT



You have found an agency who has candidates that will meet your requirements, you are investing your time and preparing to make that financial commitment, you are a step away from successfully recruiting and developing your workforce.



Step 6 Offer

Step 5 Interview

Step 4 Vetting

Step 3 Screening

Step 2 Sourcing

Step 1 Marketing





Making a Decision Choosing an Agency Supplier

✓ **IR Expertise and Experience:**

Track record of marketing/advertising selecting/screening/sourcing/placing candidates from overseas.

✓ **IR Process:**

Experienced agencies can speed up the process, as they have established relationships with candidates/ can quickly process applications/conduct interviews and obtain references.

✓ **IR Candidate Support:**

Agencies can support individuals/guide them through the processes/Offer extended services to assist with visa applications/transport/settling in pastoral care and beyond. (This will depend on packages on offer/your needs as an organisation/service and contractual agreements.

✓ **IR Compliance:**

Agencies can ensure legal compliance in respect of IR and ensure ethical standards are upheld in line with **The Code of Practice**.

What do you need ?

What is the suppliers offer?

Can you fill any gaps?

What would impact be if you cant?

These are some of the things an agency may offer:

- Agreeing brief, job descriptions, salaries, and specifications
- Advertising & Marketing
- Candidate sourcing/screening and shortlisting
- Submitting candidate CVs/profiles/ video recordings for consideration
- Interview and selection process (how is this done?)
- Negotiating job offers and providing feedback to candidates.
- Arranging English language competency tests (IELTS), NMC computer-based test (CBT – nurses)
- Assisting candidates in visa applications and pre-employment checks (e.g., ID, reference, criminal record, and health checks)
- Assisting candidates with travel arrangements, transfers, accommodation, pastoral support and beyond
- Assist with candidates' dependants with applications and travel to the UK.

THINK!



Agreements and Contracts

? What if your candidates leave?

This can happen for a number of reasons it is important that at each stage the candidate is supported, there is transparency in sharing of expectations and commitments required.

? Does your agency offer a rebate if a candidate leaves in a certain period?

? What is that period?

? What % is the rebate amount?

? How is that calculated against fees?

TOP TIPS



- ✓ Adhere to The Code of Practice
- ✓ Use the NHS Ethical Recruiters List
- ✓ Understand your Licence type, does it match requirements
- ✓ Who is issuing sponsor certificate?
- ✓ Check recruits are from Green List countries
- ✓ Ensure Red and Amber list countries are not being used
- ✓ Ensure compliance with Home Office systems/regulations
- ✓ Secure Contracts, take advice
- ✓ Understand your Licence type, does it match requirements
- ✓ Check costs (no fees to recruits)
- ✓ Be clear on roles and responsibilities for each party
- ✓ Build robust induction and training on going
- ✓ Develop a recruitment and retention plan
- ✓ Look at who can help with Pastoral Support

Our voices

Voice of the IR Employee/Buddy:

“I enjoy working with people from different cultures and backgrounds. They bring new ideas and perspectives to our team. I also learn a lot from them about their countries and traditions. I think international recruitment is a great way to diversify and enrich our workforce.”

Voice of the Care provider experience:

“I appreciate the contribution of international workers to the adult social care sector. They are hardworking, compassionate, and skilled. They help us meet the demand and quality of care for our clients. I think international recruitment is a vital strategy to address the staff shortages and challenges in our sector.”

Voice of the Community you serve:

“I respect the professionalism and dedication of international workers who provide care and support to me and my family. They are friendly, respectful, and attentive. They understand my needs and preferences. I think international recruitment is a beneficial way to improve the quality and availability of care for me and my community.”

Voice of the Supplier:

“I value the opportunity and responsibility of recruiting international workers for the adult social care sector. They are qualified, experienced, and motivated. They help us fill the vacancies and roles that are in high demand and hard to recruit. I think international recruitment is a necessary and effective way to support and sustain our sector.”

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