

## Step-by-step guide: Involving service users and carers in interviews

This document is a quick guide to help you with the process of involving service users and carers in the recruitment of our staff.

Once you have advertised a new role and are in the process of deciding who will be part of the interview, take some time to think about how involving service users and carers will add value to the panel.

Service users and carers should be involved in a way they can bring their experience to bear in the recruitment decision.

Please follow these steps:

Contact service users and/or carers who may wish to be involved or speak to the IEV Team who can support with this.

Go through the 'Guide to Involving Service Users and Carers in Staff Interviews' with the person joining your panel.

Please be sure that the information has been understood and that the person has the skills and confidence to be involved in the panel, offering a valuable contribution.

Ensure the person has registered as an Involvement Partner:

[involve.nottshc.nhs.uk/get-involved-make-a-difference/](https://involve.nottshc.nhs.uk/get-involved-make-a-difference/)

This is the Trust's process to safely store necessary details about people involved and record this for reporting purposes. A person will only need to do this once.

In the fortnight prior to the interview, be in regular contact with the person and share all the information they need (including the job description/person specification, additional paperwork, date/time/venue/MS Teams join link).

Ask if the person needs any support before or on the day.

If the interview is taking place over MS Teams and the person cannot access this on their own device at home, they can be supported to do this at one of the Involvement and Volunteering Hubs (please contact the IEV Team to arrange).

Meet the person after the interview (separate day / time) to collect feedback on what went well and what could be improved.

Thank you for supporting service user and carer involvement, please contact the IEV team to clarify any of the above or to request their support.