

RECRUITING PEOPLE WITH LIVED EXPERIENCE

Tips for Inclusive, Accessible and Welcoming Recruitment

Applying for roles can be a daunting task for everyone traditional recruitment practices may be a barrier to people with lived experience particularly those who may have experience of the criminal justice system, experienced complex trauma or had no prior work experience.

It is important to ensure the accessibility and inclusivity of organisational policies and procedures before recruiting.

When looking to recruit people with complex life experiences follow a trauma informed approach by removing as many barriers as possible and design recruitment practices that are inclusive and welcoming.

The best way to achieve this it to involve people with lived experience in developing and reviewing your recruitment materials and processes.

In the table below we highlight some of the challenges faced by people with Lived Experience and practical considerations you could apply to remove these barriers.

<i>Identified Barrier/ Challenge</i>	<i>Positive Action for best practice</i>
<i>Knowing where to look for opportunities</i>	<ul style="list-style-type: none">• Market & publicise opportunities on accessible platforms such as:<ul style="list-style-type: none">○ Social media○ Volunteering Wales○ Community hubs○ Specialist services

<p><i>Accessibility of Digital application forms</i></p>	<ul style="list-style-type: none"> • Provide application forms in more than one accessible format (Online, Paper, Mobile Device compatible). • Include links and contact details to designated team members for technical support. • Identify possible resources to enable completion of applications within local centres and offices (such as providing access to IT equipment) • Keep application forms as simple as possible.
<p><i>References & Referees linked to past employment</i></p>	<ul style="list-style-type: none"> • Include clear headings and guidance on alternative reference options such as character references for those with no work history. • Provide space on the application to capture, personal attributes, motivations, and transferrable skills rather than just work experience. • Provide guidance to applicants that outlines what to include in instances of no previous work history.
<p><i>Reliance on DBS as method of acceptance</i></p>	<ul style="list-style-type: none"> • Provide clear guidance to applicants on why DBS Checks are required, their purpose and how they will be used in the offer process. • Provide opportunity for applicants to disclose criminal convictions and provide commentary in relation to their circumstances now rather than just a historic snapshot.

	<ul style="list-style-type: none"> • Implement Safer Recruitment principles and practices that manage risk rather than being risk adverse. • Use DBS as a risk assessment tool and opportunity for a conversation; how long ago the offence was, relevance to the role, would the offence have a negative impact on the clients or their ability to do the role? • Consider whether a DBS is necessary as not all volunteer activity may be eligible.
<p><i>Limited Interview Experience and knowledge of interview processes</i></p>	<ul style="list-style-type: none"> • Provide clear guidance to applicants on what the interview process will look like. If activities may be required provide upfront guidance on expectations. • Offer applicants an informal chat to ask any questions they may have such as <i>'what I should wear? what will I be asked to do? where will the interview be held?'</i>. • Provide role profiles of the people interviewing. • Consider the necessity of a formal interview procedure. • Involve someone with lived experience in the interview panel. • Design interview questions to consider limited prior experience by focusing on; what they think they can bring or why they are suitable for the role, their motivations for applying rather

	<p>than asking for examples of things they have done.</p> <ul style="list-style-type: none"> • Consider the interview a learning experience to find out more about the applicant's needs. • Allow people the time to settle before asking questions and never make them feel rushed.
<p><i>Knowledge of HR recruitment practices required after interview and before a formal start date</i></p>	<ul style="list-style-type: none"> • Clearly explain the onboarding stages so Volunteers are aware the process can be long. • Keep in touch with volunteers throughout the process and provide status updates on progression through the process. • Clearly explain possible delays to starting such as relevant vetting and DBS checks, reference checks and risk assessments setting realistic timescales for anticipated completion. • Where photo ID may be required be clear on available support that can be provided to apply for photo ID. • Identify ways to keep new volunteers engaged such as adding them to distribution lists for newsletters, updates and campaigns. • If candidates are unsuccessful offer the opportunity to give constructive feedback.