

THE DEAF HEALTH CHARITY SIGNHEALTH



People and Process Officer

Candidate Brief

May 2022

Overview

Thank you for your interest in this exciting role. We hope that this pack gives you all the information you need to make your application.

We have ambitious plans to grow our social care services in line with our three year plan. You will play a key part in this!

You will need to be highly organised and able to plan effectively in order to complete your daily tasks which may fall under strict deadlines. Strong communication (written and spoken or signed) will be expected alongside highly developed customer service skills.

You will be encouraged to learn and develop British Sign Language skills so that you can communicate with our teams and grow effective relationships with our deaf colleagues. We provide services directly in British Sign Language (BSL), we work in partnership with the NHS and local authorities and we also campaign for change.

75% of our staff at SignHealth are Deaf, and almost all of our staff in services are fluent sign language users.

Our work is varied and aims to give Deaf people easier access to healthcare and information, as well as providing services which are not provided elsewhere.

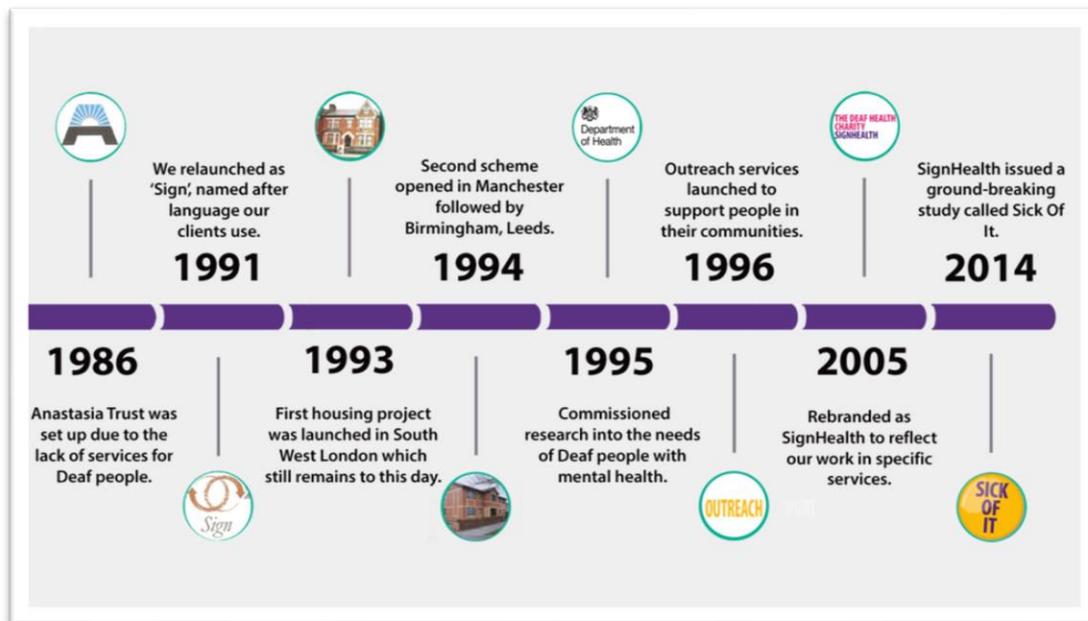
Some of our work is funded on a case by case basis by the NHS or local authorities, and some is funded entirely by grants from trusts or by donations from individuals.

“We are a passionate and caring Deaf-led team working towards a future where there are no barriers to good health and wellbeing for Deaf people.”

About us

The charity was set up in 1986 as the Anastasia Trust in response to a lack of services for Deaf people with mental health issues. Over three decades, we've grown to provide a range of services that improve Deaf people's lives.

We have grown to deliver a range of services that improve the health and wellbeing of Deaf people. In the last thirty years we have set up a number of care homes, provided advocacy and outreach services, supported Deaf people at risk of domestic abuse, delivered therapy in British Sign Language, carried out important research and made vital information more accessible to Deaf people.



Our work is varied and aims to promote easier access to healthcare and information. We partner with the NHS and other services and take on projects, carry out research, and raise awareness.

The world has changed significantly since SignHealth began, not least huge advances in technology and the changing health and social care landscape. Things have changed within SignHealth too. In July 2017 we relocated our Head Office from Buckinghamshire to London. We have a new, award-winning, Board of Trustees, a refreshed strategy and we are focused on ensuring that the organisation is financially and commercially sustainable. There is a great deal to do to improve Deaf people's health and wellbeing and we are determined to make a significant difference through our work.



What we do

Social Care

Our registered care homes, all rated Good by CQC, are for Deaf people with complex and long-term mental health issues. This is how we first began, and they remain a hugely important part of our services portfolio. Our five care homes give residents their own bed-sit flat, and the care home staff help the residents to build independence and increase confidence, as well as prompting and supervising medication. All residents and staff are sign language users, which helps to end the isolation many Deaf people experience when they are inappropriately supported in hearing services.



Many of our care homes also have outreach services which support other Deaf people living in their own homes to increase their independence and take part in their local community. Our London Outreach service also runs a Supported Housing service for Deaf people in Wandsworth.

Therapies

SignHealth runs the only IAPT-compliant, BSL psychological therapy service for Deaf people with depression, anxiety or similar mental health conditions. Sessions are carried out entirely in sign language, with a therapist who is fluent and often Deaf themselves. It means there is no interpreter in the room, which would slow down communication and reduce the intimacy which is important to this kind of treatment. An online service is now up and running which will enable more people across the country to access therapy in BSL.

Domestic Abuse services



Our Domestic Abuse service is a unique service that supports Deaf men, women and children who are suffering domestic abuse. This is the only service in the UK and gives help and advice on how to be safe, and where to find refuge.

The service is available in London and the South East although remote support is available across England. We have plans to expand this much needed service

across the UK. The service also works with Deaf children and young people, teaching them about healthy relationships and staying safe online.

Campaigning and Research

Campaigning is an important part of our work, trying to change the way things are done so that Deaf people get an equivalent service to hearing people. We are raising awareness among the hearing public, offering solutions to health service workers, and pushing for change from the NHS and government.

In 2014, we launched a really important piece of research, 'Sick Of It' which showed just how disadvantaged Deaf people are in our current health system.



Fundraising

We've got a strong history of fundraising at SignHealth and we want to increase our fundraised income in the future too. Whether from trusts, grant makers, central government or private individuals we have an ambitious growth strategy for SignHealth which will need strong and reliable income streams.



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Job Description – People and Process Officer



Location: Flexible/ Home working

Hours: Full time, 37 hours a week, Monday to Friday

Reports to: Head of People and Talent
Directorate; Finance, People and Facilities

1.0 BACKGROUND

SignHealth – the Healthcare Charity for Deaf People is a registered charity. SignHealth is committed to bringing better healthcare and equality of service provision and healthcare access to Deaf people within the UK. Improvements will be made through research, campaigning and partnership working with Deaf people, Deaf organisations, health services and other charities.

SignHealth provides services to Deaf people experiencing mental health problems and/or complex needs. At present the organisation is working in the fields of supported living services, advocacy, outreach, psychological therapy and health promotion.

A deaf led Organisation, SignHealth employs over 75% of staff who are deaf. The People and Talent function is committed to its objective of 'BSL Proud'. The team also strives for excellence in the service offered, supporting Managers and staff across all its service provision.

2.0 MAIN PURPOSE AND SCOPE OF THE JOB

To represent the People & Talent department by providing a seamless, robust and efficient HR response and support service to our customers.

The post will be 60% recruitment, managing end to end attraction, recruitment and on-boarding of new starters across the Organisation.

20% Employment Life Cycle work, providing documentation and advice to Managers.

20% Digital HR specialist, developing and maintaining the central automatic digital platforms, enhancing and changing our manual HR and L&D processes to digital production

3.0 DUTIES AND KEY RESPONSIBILITIES

3.1.0 Recruitment

3.1.1 Attraction

Attract candidates to work for SignHealth.

- Work with and support the Service/ Team/ Department Manager when a vacancy is identified
- Ensure the Job Description and Person Specification is up to date
- Agree recruitment journey with the recruiting Manager including timescales
- Update Recruitment database of new role and associated details
- Check costs of advertising with Head of HR
- Agree routes to Market including social media and professional networking groups
- Agree closing date, interview date, interview panel
- Write advert including all relevant messaging about SignHealth

3.1.2 Selection

Select the candidates for interview using appropriate, non-discriminatory shortlisting methods and documents.

- 1) Review CVs and Application forms. Identify employment gaps
 - Reject any which do not meet the Person Specification
 - Support the Service with shortlisting and preparations for interview
 - Review interview questions and refine where necessary
 - Consider tests where appropriate
 - Agree communication with candidate
 - Support service (when requested) with interviews

3.1.3 Offer and Pre-employment checks

Adhere to the legal framework for hiring and recruiting new people and maintain regulatory requirements as set by CQC regulator

- To work with the service once a verbal offer is made is to ensure the completion of all necessary pre-employment checks including;
 - Right to work
 - References covering 5 years
 - Enhanced DBS
- Update data systems and monitor for responses.

3.1.4 On-boarding

Final part of the recruitment cycle including documents for payroll and induction planning

- 2) Complete formalities associated with a new starter including
 - Contract of employment

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- New starter documentation
 - IT (set up account and access to files)
 - WorkPlace log in details
 - Equipment
 - HR MIS system (Cascade)
- 3) Support the manager with any local or Organisational inductions.
- 4) Review all parts of this final process and complete necessary reports/ checklists

3.1.5 Other recruitment and selection duties

- 5) Ensure vacancy details are entered onto the Recruitment data base at regular intervals and ready for inspection at any time
- 6) Ensure new starter data is accurately recorded on SignHealth's Cascade management information system
- 7) Ensure all records associated with the above processes are stored securely and in line with GDPR rules
- 8) Maintain all databases, with regular checks and reviews to identify gaps
- 9) Run reports on Recruitment when asked, including data and information associated with the success rates of advertising, number of candidates etc
- 10) Support the Head of People and Talent with preparations for the annual Audit associated with recruitment and record keeping.

3.2 Employee Life Cycle 20%

- To create letters/ contracts/ variation to terms and conditions that reflect the HR changes across the various teams/ departments in an efficient, accurate and timely way.
- To ensure all changes are reflect in Cascade and excellent document controls are in place for audit and payroll purposes
- To work with colleagues across the Finance and HR team with the monthly payroll work, managing the data base and spreadsheet relied upon for the accurate changes to pay and salary
- To provide support and guidance to customers when they come to the People department for advice regarding People process and practice.

3.3 Digital People Processes

- To learn the 'Workflow' operating function of Cascade and develop it to become our digital replacement of manual letters and processes
- To build the capability of this functionality so that it replaces traditional, time consuming tasks associated with changes to contracts/variation to terms/ employee life cycle changes
- To learn the functionality of the LMS system (Learning Management System)

4.0 General

The post holder will also be expected to:

- Provide training for those involved in recruitment and selection at Service/ Team/ Department level, when requested by the Head of People.

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- Keep up to date with employment legislation, and procedures in relation to recruitment and selection
- To have responsibility for the Health safety and welfare of others and to comply with the health and safety policy and procedures of the organisation
- Responsible to ensure that legal obligations regarding information which is processed for both candidates and staff is kept accurate, confidential, secure and in line with the Data Protection Act (1998) and the new changes required by GDPR and Security and Confidentiality Policies
- Not abuse their official position for personal gain, to seek advantage of further private business or other interests in the course of their official duties

NOTE : This Job Description does not provide an exhaustive list of duties and may be reviewed in conjunction with the post holder in light of service development.

PERSON SPECIFICATION

Minimum of 2 years recruitment experience or HR Generalist (Officer) role which included recruitment and selection	Essential
CIPD Qualification Level 5 (Level 3 minimum and working towards Level 5) or working towards gaining the qualification	Essential
Knowledge and practical application of legislation and employment law associated with recruitment and selection	Essential
Working knowledge of CQC regulation (HR perspective)	Desirable
Highly organised and process driven, able to plan own work and priorities tasks	Essential
Able to work on multiple tasks and meet deadlines	Essential
Completer finisher- able to complete tasks from start to end	Essential
High attention to detail, checks own work and maintains a high standard of work	Essential
Strong communication skills, verbal and written	Essential
Able to work alone and unsupervised, able to resolve own problems	Essential
IT skills including Microsoft packages	Essential
HR Database experience, updating, maintaining and reporting	Essential

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Excellent customer service skills	Essential
BSL experience/ Willing to undertake BSL L1	Desirable
Deaf Awareness	Desirable
Able to travel to meetings, 1:1 supervisions, training and to Services/ Teams when requested	Essential

HOW TO APPLY

We hope that the information provided has enabled you to make an informed decision about your application. Before you apply, please ensure you have read the job description and person specification in detail.

Applications should comprise a CV, including details of two referees. Please also provide a supporting statement (no more than two sides of A4) outlining the reasons behind your application. This should respond closely to the person specification, showing how you meet the requirements of the role.

Our diversity monitoring form (available on request) should also be completed and returned.

We positively welcome applications from deaf people and disabled people.

All documents should be emailed to: mayres@signhealth.org.uk

Please include your name in the subject field.

Timetable

Closing Date: 23 May 2022
Interview Date: 26 May 2022

Contact

If you would like to arrange an informal discussion about the role or the process, please contact Mikala Ayres at mayres@signhealth.org.uk

