

Equity, Diversity and Inclusion:

Recruitment, management and development

Note of breakout session

Laura Millward, Homeless Link

The group heard from **Salma Ravat**, CEO at One Roof Leicester, who presented her organisation's case study. The group then had a Q&A and open discussion on the topic.

Does values based recruitment work?

An interview can be a chance to see if the applicant buys in to your organisation values. Salma invested in a new starter with few qualifications and so far it's paid off.

An example of giving someone an opportunity to showcase their values and approach in an interview: Rather than asking, "what do you know about safeguarding?" (for example), give them an example of an issue coming up within your service and see how they say they would respond to it.

Organisations are interested in values/mission-based recruitment but HR can block this with generic recruitment forms and interview questions. **How can organisations move towards more values-based recruitment and bring HR with them?**

Get trustees on board with values-based recruitment first. Include values-based recruitment in your organisations strategy.

Is it appropriate to provide interview questions in advance?

Salma highlighted that it's about equity and thinks it can be done.

How to support people who have accessed services to enter employment?

Volunteer work for people who have accessed a service can be a great way to learn a practical skill, such as DIY, gardening etc. Considerations include:

- Make sure you give them training.
- Buddy them up with an experienced volunteer or member of staff.

When recruiting a person with lived experience who has accessed your service, it can be difficult for them to understand boundaries. Considerations include:

- Provide them with training
- Support staff who have trouble with technology
- Teach them one step at a time and support them to do it
- Provide strengths-based support

Is there any data on workforce retention in the sector?

No, but it may be useful to read Homeless Link's [2022 Workforce Survey](#).

Has anyone used the [community pay back scheme](#)?

A member of the group had used it and recommended it.

A possible EDI commitment: Be willing to take a chance on someone and develop them.