



Thank you for considering a role within Glasgow City Health and Social Care Partnership (GCHSCP) Care Services, Home Care team. We are delighted that you are thinking of applying for one of our posts.

You may not be aware that your application form is the first part of your recruitment journey with us. As such, it is important that this showcases you, your skills/knowledge and what you can bring to the team and how you may meet the competencies for the role.

HOW TO COMPLETE AN APPLICATION FORM

Application Forms are very important. A selection panel who will be made up of Area Operation Managers (AOM), Assistant Area Operations Managers (AAOMs) and occasionally Care Coordinators, will use your Application Form to determine if you meet the criteria for an interview (this is called shortlisting). The application form is your opportunity to let the selection panel know why you should be selected for an interview.

Before completing your application form, you should read the documents attached to the job advert on MyJobScotland (MJS):

Role Profile for the job you are applying for - this gives a general overview of the post along with the skills, knowledge, qualifications, and competency requirements.

The Role Profile will include:

- Who you will be working with
- Where you will be working
- The procedures you will need to adhere to
- The budget and the size of any teams you will manage
- The essential skills, knowledge and qualifications needed
- Any equipment you need to use
- The competencies and levels associated to the job

Person Specification for the job you are applying for - this is used by the selection panel to short list, it shows what applicants need to have (the **essential criteria**) and what would be good to have (the **desirable criteria**) in line with the competency requirements of the post.

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The Person Specification will include:

- Job family and grade.
- Essential and desirable education, qualification, and training.
- Essential and desirable skills, knowledge, and competencies.
- Any other essential and desirable criteria required.

The Application Form

1. Personal Details

This will include -

- Name
- Telephone numbers
- Address
- Current job title and salary
- Notice required
- Where you heard about the job

2. Education - Qualifications and Courses

Include details of any educational qualifications you hold and training courses you have completed (this could have been with your previous employer, SSSC Open Badges, in house awareness sessions etc)

You should also include qualifications/courses you are currently undertaking and the date you expect to complete the qualification/course.

3. Work History

This section is important. Starting with your **most recent** employment.

You will need to enter the following details:

- Employer names and addresses
- Dates when you were employed
- Gaps in between employment History with reasons (e.g. for education)
- All previous local authority employment details

If you are unsure of the correct dates, it is important that you don't leave the section blank and instead put the month/year as close to the period you believe you worked there and state that they are approximate dates.

4. Membership of Professional Institutes

You only need to complete this section if you are a member of a professional institute. You will need to enter -

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- Name of institute
- Current status of your membership
- Date of award

For most home carers this would be the Scottish Social Services Council (SSSC), However, depending on previous roles, this may also include The Nursing and Midwifery Council (NMC), The General Teaching Council for Scotland (GTC) Chartered Institute of Personnel and Development (CIPD) etc.

5. Relevant Skills, Knowledge and Experience

This is one of the most important areas of the form you need to complete.

You must provide specific examples which demonstrate your ability to meet the key skills, knowledge, and competencies to undertake the job.

You may also want to include:

- Personal qualities
- Achievements at work
- Non-work-related activities
- Voluntary work experience

Equal Opportunities

As an Equal Opportunities employer all applicants receive equal treatment irrespective of their age, disability, gender re-assignment, marriage or civil partnership, race, religion or belief, sex, sexual orientation, pregnancy or maternity or social background.

To help us ensure that our equal opportunity policy is being carried out, you are asked to provide certain information. This information will be kept in strictest confidence separate from your application form and used for statistical purposes only.

The information in this section is entirely voluntary and if you chose not to provide it, this will not be held against you when considering your suitability for the job.

Hints and Tips on Completing your Application Form

These are some general hints to help you complete your application form:

- Read through the job advert and details carefully.
- Match your own skills, knowledge, and competencies to the Role Profile
- Give real, relevant examples.
- Be specific.
- Use bullet points to make it easier for others to read.
- If you can, type your answers into Microsoft Word first, spell check your response, do a character count, and then save them. Then you can copy and

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paste them into your application (this also allows you to save your details for future use).

- Finally, check all your answers making sure that all dates match, that there are no spelling mistakes and that you have answered all the relevant questions in full.

TELEPHONE PRE-SCREENING

If you meet the shortlisting screening criteria, you will be contacted for a pre-screening telephone call within 3 working days of applying.

When we contact you, ensure you are somewhere private and quiet so you can hear what is being asked.

The interviewer will confirm that they are from GCHSCP Home Care team and if you are happy to proceed with the call.

They will ask you a couple of questions related to the role you have applied for.

After they have asked all their questions, they will give you the opportunity to ask and follow up questions. They will then conclude the call.

IF YOU ARE SELECTED FOR AN INTERVIEW

GCHSCP use competency-based interviews as part of their recruitment process. As part of the interview, we also ask you to complete a small Home Care Diary Scenario. This scenario requires a written answer based on a question in what you may experience in the role of a Home Carer.

At an interview you'll be asked for evidence of how your skills, knowledge, qualifications, and competence meet the requirements of the post. You will also be asked questions based around competencies.

A competency-based question:

Would not be: How would you deal with a difficult service user?

But would be: Can you describe a time when you had to deal with a difficult service user, what happened and what was the outcome for both you and the service user.

Competency based interviews are:

- Structured
- Related to the essential criteria needed for the job.
- Linked to the Role Profile
- Based on past experiences, behaviours, and performance
- Open questions (cannot be answered with Yes or No but requires a developed answer)
- Conversational between you and the panel
- Designed for further probing not hypothetical.

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AT THE INTERVIEW

- You will be welcomed and made to feel at ease.
- You will be offered water.
- You should ensure your mobile phone(s) are turned off.
- The chairperson and the panel will introduce themselves
- You will be told the format of the interview and who will ask the questions.
- You will be given a brief description of the job to set the scene.
- You will be told the approximate length of the interview.
- The panel will take notes during the interview.
- If you do understand the question, ask for it to be repeated or rephrased.
- You will then be given an opportunity to explain your current duties and answer the panels questions.
- Finally, you will have the opportunity to ask any questions – prepare **at last** one question for the panel – you can take this in on a note so you remember what you want to ask them.

AFTER THE INTERVIEW

It is important to take time after the interview to debrief, this may be by yourself or by speaking to a colleague/friend/family member.

Remember, there will always be questions where on reflection you wish you had provided a different answer and or expanded on the question, that is a normal feeling, and you can use this reflection to support you in future interviews.

You will then be contacted by one of the panel members within 5 working days to make you aware if you have been successful or not.

If you are unsuccessful, we know this can be disappointing, however, it is important to ask for feedback from the panel and to use this to prepare for future interviews.