

# WOMEN'S LIVES LEEDS

Empowering Women and Girls in Leeds

## Good practice Guidelines : Involving service users in recruitment processes

AIM: Service user voice is at the heart of Women's Lives Leeds.

An evaluation of the processes for the recruitment of Complex Needs and Community Development Workers was completed in January 2017 and the following are recommendations from the evaluation, which form good practice guidelines to be implemented during any future Women Lives Leeds recruitment.

1. All partners should make a strategic commitment to drive participation of women and girls in recruitment processes
2. Service users should be engaged in the whole recruitment process including
  - a. Job descriptions and Person specifications – advertising and promoting opportunities
  - b. Short-listing
  - c. Interviewing
  - d. Decision making
3. Service users should receive sufficient training and information to feel skilled and supported in the recruitment process
4. When advertising posts it should be considered as to whether the post has been made accessible to people with lived experience eg does the job description give equal weighting where appropriate to lived experience rather than more formal qualifications.
5. All out of pocket expenses should be covered- eg travel/lunch
6. The style of service user involvement should be determined in advance eg sit on panel or separate service user panel. Women should then be briefed and supported accordingly. Service users should develop their own questions
7. The weight of the service user's voice should be determined in advance. This should be agreed in principle by all partners. The service users should be informed of how their opinions will feed into the process.
8. When a service user sits on a panel – the service users voice should be equal to anyone else on the panel
9. Partners should try to involve different women for recruitment so that voice doesn't become reduced to one or two service users
10. Feedback should be taken from service users after being involved in recruitment so that practices can be improved further.