

# Recruitment Candidate Guidance





## Dear Candidate

Thank you for your interest in joining our organisation as Respite Children's Care Assistant.

At **ellenor**, we aim to provide high quality care for patients and their loved ones and our team of staff and volunteers is key to this. We are the only hospice charity in Kent caring for all ages as we provide a wide range of services to both adults and children and their loved ones. Although, this post relates to our adult services.

**ellenor** is a rewarding and motivational place to work, and with our recently reviewed strategic plan, this is an exciting time to join our team for the right person with the same passion for excellent care as the rest of our team.

We are proud of our 'Outstanding' rating as inspected by the Care Quality Commission in 2018 and hear regularly just how much difference our 24 hour care makes to patients under our care and their loved ones.

"We know that Mum is being looked after by really skilled staff. The nurses and volunteers are fantastic." We are well respected and valued in the local communities which we serve.

If you are looking for a post with the opportunity to drive forward services, we would love to hear from you.



**Vikki Harding**  
Chief Executive



**We're proud to  
support our local  
community**



**We're proud to  
be part of the  
ellenor family**



**We're proud to  
support patients  
and families  
through their  
most difficult  
times**





## We provide much more than you may realise

We offer a range of services to enable anyone with a life limiting illness to live life activity as long as possible.

We have a seven bedded inpatient ward for symptom control and end of life care.

We offer outpatient clinics for symptom management.

A Living Well programme focussed on enabling patients to identify and achieve goals that are important to them.

Holistic assessment and care that supports patients physical, emotional, social and spiritual needs.

A dedicated Hospice at Home service that works together to enable patients, families and other health care professionals to obtain support and advice regardless of the patients residence.

A Wellbeing and family support service providing counselling, bereavement and support to patients and families when they need it most.

The first question we ask is "What is important to you?"



## ellenor Hospice matters

We receive a lot of feedback from patients and families, and seek to learn from their experiences.

We know from this feedback how important our services are to our local community here in just a small sample...

"Wonderful support for people who are bereaved. Thank you for enabling difficult discussions."

"My world shattered when I lost my brother. I was starting to lose myself and I would have lost my sanity, my family and my livelihood (job) if it were not for the timely intervention I got through counselling. **ellenor** has given me and my family excellent support through our nightmare hell on earth. I fear to think how I would have been without your help."

"To the **ellenor** nurses who cared for my family member. We just wanted to say thank you to all the nurses who cared for our beloved. It gives us great comfort to know that such ones as yourselves who do such an amazing and wonderful work, were able to assist in making this wonderful woman's last moments as comfortable as possible."

"My Counsellor helped me deal with my anger and challenged my perception of myself. This has made a huge difference to me and my family. Thank you so much."

## What our staff say

Our staff and their opinions are just as important. Here's what they think of **ellenor**...

"I love being able to provide excellent nursing care and having the time to do so and not being rushed."

"I feel I am able to use my strong points to develop within my role. I feel valued and my years of experience is respected."

"Enabling environment, flexibility in terms of work pattern as well as in the development of my role."

"I am proud to be working for a highly regarded charity."

"Being involved with other departments, people who work for the company are very friendly, approachable and helpful. I feel supported by my line manager and also I am given freedom to be creative and use my ideas."



## Helpful guidance when applying for a job with us

Once you've found the right role for you at **ellenor**, you need to make sure that you submit an application that gives you the very best possible chance of getting an interview. After all, that's why you're applying to join us.

Make sure you complete the supporting information page which is the most important part of your application. You need to show us how you meet the key requirements for the role. We want to know why your experiences are relevant to our position, how you role model our values, what makes you stand out, and why you think your next opportunity is here with us.

## Values, Strength and Competency based interview

Here at **ellenor**, to help select the right candidate, we use Values, Strength and Competency based interviews. We are looking to identify the right candidates for the post by gathering evidence from the responses to a set of interview questions.

### Values based questions

We believe that our values are embedded in everything we do here at **ellenor**, so it's important to us that future employees are selected on their values which align with the hospice's and support us in delivering world class innovative care.

Values based questions, take into account your individual values and behaviours, ensuring the behaviours are in line with the hospice's values; Patient and Family centred, Compassionate, Collaborative and Professional.

An example of a values based question could be 'Describe an example of a time when you were part of a great team.'

### Strengths based questions

Strength based questions are used to elicit your motivation and values, the focus of the questions are more on what you like doing. Strength based questions show your motivation for the role and identify what you enjoy and are good at through your energy and enthusiasm.

An example of a strength based question would be 'When did you achieve something you were really proud of?'

## Competency based questions

Competency based questions refer to the behaviours, skills and knowledge a person needs to be successful in a post. You will be asked to provide examples from your past experience and how you reacted and behaved in these situations. The questions used are selected to best reflect the post and its level, and give you an opportunity to share your experiences giving examples.

Competency based questions will ask you 'Tell me about a time when....', 'Can you provide an example of...' or 'Describe a situation in which....', the answers you provide should reflect you work or experiences so far. An example of a competency based question could be; 'Can you tell us about a time when you encountered a challenge at work and how you overcame it?'

Once you have answered a question, the interviewer's may want to delve further into your initial responses and so they will ask some probing questions, in order to gather more evidence.

## Preparing for your interview

It will be helpful to review the Role Profile and to be clear about how you match the requirements of the role, in terms of qualifications, knowledge, skills and experience. Reflect on situations that you have been involved in, where you can demonstrate the requirements for the role, or that you can demonstrate your skills and how you would apply them.

The values based questions are designed to look at your values and how you display them, with a focus on how situations have made you feel and how you have responded to them.

Interviews will be taking notes throughout the interview, to record the evidence you have provided in response to the questions you have been asked. You will also be given the opportunity to ask any questions you may have.

## Good luck!

The Equal Opportunities Monitoring form is not used for shortlisting and is for monitoring purposes only. At **ellenor**, we aim to eliminate discrimination. We would be hugely grateful if you would take a few moments to complete this form which allows us to monitor the profile of our candidates and ensures we strive to represent the community in which we deliver our valuable services.

If you have queries please contact our HR Team at **HR@ellenor.org**.  
We look forward to receiving your application.