

The Care Professional employment journey

	The Recruitment Steps	A Memorable First Day	Welcome Programme	Experience & Support	Personal Development	Thank You	Career Progression	The Good Goodbye
The thoughts you may have	<p>Will this role suit me?</p> <p>How will I find you?</p> <p>What support will I get?</p> <p>What process do I have to go through?</p> <p>Do I need experience?</p>	<p>Who will be there?</p> <p>Will I enjoy it?</p> <p>Do I need to prepare or bring anything with me?</p> <p>What should I wear?</p> <p>Will I be made to feel welcome?</p>	<p>What will be expected of me?</p> <p>How much training will I be expected to do?</p> <p>What support will I get?</p> <p>How will I know when I'm okay to go out on my own?</p>	<p>What if I feel alone or awkward?</p> <p>What happens if I forget what I've learnt or find it too hard?</p> <p>What should I do if something unusual happens?</p>	<p>How do I learn more?</p> <p>How do I share my knowledge and skills?</p> <p>What further training and development is available to me?</p> <p>How do I keep my skills and knowledge up to date?</p>	<p>Will I be appreciated for doing a great job?</p> <p>What will it mean to be recognised?</p> <p>What ways can I be recognised?</p>	<p>Where can a career path within Home Instead take me?</p> <p>What if I'm happy doing the same job?</p> <p>How will I know I'm ready to progress and what options are available to me?</p>	<p>What if I love my job but need to leave?</p> <p>What happens if my circumstances change and I want to come back?</p>
Our commitment to you	<p>We want your experience to feel great</p> <p>We will put you at ease during the selection process and allay any fears</p> <p>We will communicate to you in a timely manner and treat you as an individual</p> <p>We will make our decision based on the values not experience</p>	<p>We will provide you with all the information you need so that you feel fully prepared for your first day</p> <p>We want you to feel like you are part of the Home Instead Family and have a memorable first day</p> <p>We will introduce you to the team who will help you on your journey</p>	<p>We will provide a clear plan for your first 12 weeks</p> <p>We will regularly keep in contact with you and listen to any concerns you may have</p> <p>We will place you with clients when we feel you have the skills and confidence to deliver quality care</p> <p>We will provide engaging training that is relevant to your role</p>	<p>We will understand your needs and keep in regular contact</p> <p>You will be fully supported</p> <p>We will not expect you to do anything that you are not comfortable with</p> <p>We will match you with your clients and introduce you to them every time</p>	<p>We will provide you with opportunities for ongoing learning and development</p> <p>We will make you aware of the development available</p> <p>We will give you the opportunity to decide if you want to develop</p> <p>We will carry out regular supervisions and an annual appraisal to discuss how you are doing</p>	<p>We will always recognise you when you provide great care to our clients and support the team</p> <p>You will feel appreciated for the work that you do</p> <p>We will genuinely listen to any ideas you may have on how we support our clients and our Care Pros</p> <p>We find out what is important to you</p>	<p>We will let you know what career options are available to you and support your career</p> <p>You will have a tailored Personal Development Plan</p> <p>We will support you if you do not want career progression</p> <p>We are committed to ensuring you reach your potential</p>	<p>We want everyone to have a positive experience of Home Instead, even when you no longer work for us</p> <p>We will listen to your feedback and take onboard any learnings</p> <p>We will keep in touch if you want us to</p>
Your commitment to us	<p>You will let us know if you have any concerns about the role</p> <p>You will be honest about what you are able to commit to around availability, hours and the level of service you are comfortable with</p>	<p>You will let us know if you have any questions about your welcome day</p> <p>You will bring all the relevant documentation requested</p> <p>You will tell us if there is anything we can do to improve your day</p>	<p>You will actively participate</p> <p>You will let us know if there is anything you don't understand</p> <p>You will attend regular supervision meetings</p> <p>You will refer to what you learnt and follow the policies and procedures</p>	<p>You will ask questions if you aren't sure about anything</p> <p>You will ask for support if required or tell us if you have any concerns</p> <p>You will actively participate in Care Pro meetings</p>	<p>You will be open to feedback to help understand where your strengths and opportunities are</p> <p>You will be committed to achieving your goals</p> <p>You will attend and contribute to your supervisions and appraisal</p>	<p>You will be committed to the clients that you support</p> <p>You will let us know if we can do anything to improve our services</p> <p>You will support us when we need some extra help.</p> <p>You will let us know what is important to you</p>	<p>You will tell us where you see yourself in the future</p> <p>You will own and be passionate about your Personal Development Plan</p> <p>You will demonstrate the right values & behaviours</p>	<p>Be honest with us, your feedback is valuable for us to grow and develop</p> <p>You will contact us if you want to come back</p>
Feeling the Home Instead difference	<p>We really care about the quality of people we recruit</p> <p>We recruit based on values</p> <p>You really hope we offer you the job</p>	<p>You've joined a great team that works well together</p> <p>You are bought into our culture and values</p> <p>You can clearly see what your employment journey looks like</p>	<p>You have the key knowledge to be a great Care Pro</p> <p>You feel confident about going to see clients</p> <p>You have access to great support if you need it</p>	<p>You always feel supported and part of a team</p> <p>You feel empowered to deliver great care to our clients</p>	<p>You feel that you can develop to be the best you can be</p> <p>You see being a Care Pro as a professional role</p> <p>You feel confident to support your clients with their individual needs</p>	<p>We make you feel proud to be a Care Pro</p> <p>You feel acknowledged when the work you do is genuinely expand the world's capacity to care</p>	<p>We give people the opportunity to grow and develop</p> <p>We like to see people succeed</p> <p>You decide on what path you take</p>	<p>We treat people with respect and support them with what is right for them.</p> <p>We understand that people move on sometimes and take great care to ensure a positive leaving process</p>
What our Care Professionals say	<p>"They really made me feel at ease. There was no reason for me to be nervous, I can really see myself fitting in."</p> <p>"I've been for lots of other interviews but this just feels right and I can't wait to get started"</p>	<p>"The best thing about working for Home Instead is they give you in house training before you start the job"</p> <p>"I really feel like I'm part of the family. I feel very welcomed and appreciated"</p>	<p>"They genuinely care about clients and staff. They provide training that helps us to work at our best"</p> <p>"I have great support, training and a sense of belonging"</p>	<p>"Home Instead is a friendly, approachable and caring workplace"</p> <p>"Office staff are very helpful. Smashing, helpful work colleagues"</p>	<p>"Home Instead provides excellent training and courses for personal development"</p> <p>"I feel very supported and have had the opportunity to develop my skills."</p>	<p>"Home Instead support their care staff and always appreciate what we do"</p> <p>"I always feel supported and cared for"</p> <p>"They listen to me and appreciate me"</p>	<p>"I didn't realise that I could have a career in care. There are so many opportunities for me to learn and develop and I love the fact that Home Instead promote from within."</p>	<p>"I'm really sad to be leaving but my situation has changed</p> <p>I will stay in touch and if the opportunity is there in the future I will come back. In the meantime, I will always recommend Home Instead as a great place to work"</p>