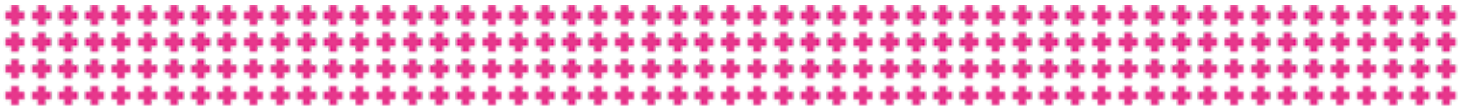


International Recruitment to the Community CASE STUDY

2021/1



Case study from NCHC Norfolk and Waveney

Case Study 1

Context

Amy Rich has experience of International Recruitment (IR) in a hospital setting and felt that there was not enough involvement by receiving managers in the recruitment process, or knowledge about the prospective candidates by them.

Amy was determined to learn from this, so involved ward managers in a pilot programme to explore and understand more about the processes.

In preparation for interviewing, she held forums to discuss experiences and what to expect. For example, when interviewing overseas nurses, standard UK interview processes may not provide an understanding of overseas culture, financial drivers, time zones and geography, to list some of the factors that may affect prospective applicants.

The pilot group of ward managers interviewed 15 overseas candidates.

In one interview, a Ghanaian nurse candidate had an impact on the panel as the nurse was located in an internet café for the interview, to ensure good WiFi connectivity and be able to approach the interview in a professional manner.

“The nurse continued the interview from the marketplace outside, in order to keep the connectivity while sitting on crates and surrounded by chickens.



However, just as the interview started, the café owner informed the nurse that the café was closing and he would need to continue his call outside. The nurse continued the interview from the marketplace outside, in order to keep the connectivity while sitting on crates and surrounded by chickens.

The candidate kept calm and gave excellent answers to the interview questions. The panel were impressed by his resilience and adaptability to the situation.

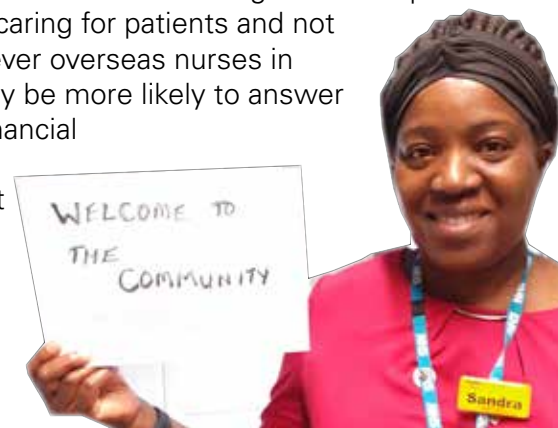
Key messages

Involve the receiving manager in the interview process; this is beneficial for the manager as they will develop a better understanding of the person who hopes to join their team, and beneficial for the candidate who can also put a face and a name together.

In future, the interviewers could ask the interviewee if they have any concerns about internet access before the main interview, to allay their anxiety by reassuring them that it is okay if they get cut off - another opportunity to interview will be offered.

Dig deep into the candidates' answers rather than judging on UK responses to questions – e.g. if asking why the nurse wants to work in the UK – don't be surprised or shocked if the response is 'for money', but delve further; it maybe they are seeking a different way of life for their family.

The answer most UK nurses would give to this question would focus on caring for patients and not about pay; however overseas nurses in this situation may be more likely to answer directly about financial need, to earn a salary to support themselves and their family,



either in the UK or in their home country. Often nurses who have moved to the UK have great expectations placed on them by their relatives to be of financial support to the wider family.

Resilience and calmness in adversity are key skills working in the community, as the care setting can be unpredictable when compared to a hospital environment. Alternative approaches often need to be employed.

CASE STUDY 2

A nurse from Ghana was interviewed at a farm. He was visiting a patient and was sitting outside the house conducting the interview. Chickens and people could be heard in the background, however he maintained his composure and delivered great answers to the interview questions.

Recognise the pressures many overseas nurses are under; time off for interviews is not normally offered or expected. Recognise the cultural difference. A UK nurse may find the thought of being surrounded by chickens stressful or being outside is stressful. It may not be, so interviewers should be prepared for the overseas nurses to be in unusual settings. If in doubt, ask them if they are okay or need to rearrange. They may be absolutely fine.

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