

Values Based Recruitment – Candidate's guide

What is Values Based Recruitment?

Values Based Recruitment (VBR) is an approach whereby Norfolk and Suffolk Foundation Trust assesses / selects employees taking account of their individual values and behaviours, ensuring the behaviours fit with our values; working together for better mental health, positively, respectfully and together.

A number of assessment methods may be used to assess your performance against our set of behavioural indicators (set out on page 4).

Why are we using Values Based Recruitment?

The purpose of VBR is to ensure that the future and current NHS workforce is selected based on their values, which match those of the Trust. We believe that our values will support the delivery of excellent patient care.

Our values based questions have been co-created between Service Users and Carers, Managers, Safeguarding, and Recruitment / HR.

We have historically carried out Competency Based Interviews (CBI) but these questions are predominately used to evaluate key competencies and technical skills required to carry out a role. We have introduced values based questions so that we can get to understand who you are and ensure that you are the right fit for our Trust.

VBR forms part of our wider plan to embed our values into everything we do; we want our staff to live our values every day.

What is the format of the Interview and how can you prepare?

You may find it helpful to look at our values and think about ways in which you might demonstrate these during the assessment. Our values all have key behaviour statements; what 'we will' and 'we will not' do.

The green indicators are those behaviours on our positive 'we will' list and the red indicators are those behaviours that sit on the 'we will not' behaviours list.

In preparation for your assessment you should also familiarise yourself with the job description and the set of behaviours relevant to the role you are applying for. These can be found on our Work-for-us website.

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The interview will include:

- Opening Questions
- Values section: Values based questions based on our values of Positively, Respectfully, Together
- Technical / Competency section
- Closing questions, to include a question based on the application form and supporting statement, as well as mandatory administration questions

Previously when applying for a Child / Family role, you would have been asked to attend a second interview, called a 'Warner Interview'. However, as Value Based Recruitment interviewing tests all aspects of your self-awareness / emotional stability / professional boundaries / safeguarding and equality a separate Warner Interview is no longer required.

Depending on the role you are applying for, the Technical / competency element of the interview may involve technical / competency based questions, a presentation or an in-tray assessment.

Values Based Questions

Values Based questions allow you to demonstrate your values and behaviours, how you approach different situations and assesses whether you can demonstrate that your values meet with those of our Trust.

You will be asked a series of questions, which are designed to explore your values and how you display them at work; you should expect to discuss how different situations made you feel and how you reacted to them.

In-tray exercise - typically used for administration jobs

An in-tray exercise typically simulates some of the planning and administrative aspects of the role. You may be asked to deal with various items in the in-tray within a specified time frame, this could be typing a letter or working on an excel spreadsheet.

Presentation exercise – typically used for leadership roles

You will be given a presentation brief prior to the interview and be asked to prepare a short presentation for the interview panel. This will give you the opportunity to show your ability to assimilate information, present data and ideas, as well as your presentation and interaction skills.

Competency Based Questions

The interviewer will ask you to describe a situation which demonstrates your abilities and skills that are integral to the role that you have applied for. Examples of competencies are:

- Organisational Ability
- Interpersonal Skills
- Problem Solving
- Judgement
- Teamwork
- Innovative Thinking

How will your performance be evaluated?

Each element of the assessment will be reviewed by the panel members who have been trained to assess using values and behaviours, enabling them to make objective, fair and accurate assessments of your performance.

Our values...Our behaviours...Our Future...

Framework of Behaviours

Our values and behaviours help us to check and measure our own ways of working. They also help us to guide others around what their services users and carers, their colleagues and our Trust expects of them.

Positively...

We will...

Be proactive...

Look for solutions, think creatively and focus on what we can do

Take pride...

Always do our best

Take responsibility...

Plan ahead, be realistic and do what we say we will

Support people to set and achieve goals...

And be the best they can

Recognise people...

Their efforts and achievements, and say thank you

We will not...

Focus on the problem...

Rather than the solution, make excuses or say "It's not my job"

Be negative...

Take part in unkind gossip, moan or criticise

Avoid responsibility...

Make false promises, blame others or 'pass the buck'

Abandon people...

Without a point of contact or advice

Devalue other's efforts and achievements...

Take people's contributions for granted or avoid giving praise

Respectfully...

We will...

Value everyone...

Acknowledge people's unique experiences, skills and contribution

Step into other people's shoes...

Notice what's actually happening

Take time to care...

Be welcoming, friendly and support others

Be professional...

Respect people's time and be aware of our impact

Be effective...

Focus on the purpose and keep it as simple as possible

We will not...

Undermine others...

Belittle, criticise, 'nit pick', ignore or dismiss other people's expertise and input

Be insensitive...

Make assumptions, be judgmental or impose our views and feelings on to others

Be uncaring...

Unsupportive, unapproachable, distant or rude to others

Be unprofessional...

Be distracted, clock watch or lack awareness of our impact on others

Be obstructive...

Put up barriers, make things more complicated than they need to be

Together...

We will...

Involve people...

Make connections and learn from each other

Share...

Knowledge, information and learning

Keep people updated...

With timely, open and honest communication

Have two-way conversations...

Listen and respond

Speak up...

Seek, welcome and give feedback

We will not...

Ignore people...

Ignore wider views or show favouritism

Be defensive...

Keep knowledge, information or learning to ourselves

Leave people not knowing...

With vague, missing, incorrect or out-of-date information and communication

Tell instead of listen...

Impose and 'do to' people, ask for input but not follow through or explain decisions

Ignore problems...

Accept poor practice or dismiss feedback

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 NSFTrust

Norfolk and Suffolk NHS Foundation Trust values and celebrates the diversity of all the communities we serve. We are fully committed to ensuring that all people have equality of opportunity to access our service, irrespective of their age, gender, ethnicity, race, disability, religion or belief, sexual orientation, marital or civil partnership or social and economic status.



**Patient Advice and
Liaison Service (PALS)**

NSFT PALS provides confidential advice, information and support, helping you to answer any questions you have about our services or about any health matters.



If you would like this leaflet in large print, audio, Braille, alternative format or a different language, please contact PALS and we will do our best to help.

Email: PALS@nsft.nhs.uk

or call PALS Freephone 0800 279 7257