



Candidate Briefing Document for the role of Helpline & Support Manager

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Registered Charity in Scotland: SC048210.



August 2025

Dear future team member,

Thank you for your interest in the role of Helpline & Support Manager with Encephalitis International. As you consider making an application for the role, I hope you will find this pack encouraging, exciting and helpful.

From small beginnings back in 1994, we've grown from a local support group into an award-winning, global charity, acknowledged as the third sectors encephalitis experts. Through our awareness, research and support programmes we are the go-to resource for clinicians, researchers and those affected.

In joining the Encephalitis International you'd be joining a passionate, inclusive group of changemakers who are focussed on making lives better for people affected by encephalitis.

This is a newly reviewed role and offers an opportunity to shape how the charity supports its amazing global community of people with encephalitis experiences, directly affected or family members and caregivers. We're more focussed on your aptitude, potential and values than your qualifications and we in return, we offer a supportive, flexible, inclusive workplace where you'll be supported to be the very best you can be.

We encourage all potential applicants to have a chat first so please do get in touch with me on alina@encephalitis.info or 01653 692583.

I'm very much looking forward to receiving your application and am confident that you would get so much out of your time with us.

Alina Ellerington

Director of Services

JOB DETAILS

Job Title: Helpline & Support Manager

Location: Encephalitis International Headquarters, 32 Castlegate, Malton, North Yorkshire YO17 7DT

Hours: 30 hours per week/permanent

Salary: £28,000- 30,000 (depending on experience)/pro-rata

Team/Directorate: Support

Responsible To: Director of Services

Responsible For: N/A

JOB PURPOSE

Responsible for delivering timely and tailored support services to people affected by encephalitis, their families and professionals who care for them, positively enhancing the lives of our beneficiaries.

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

- Provide expert information and support to those contacting the helpline globally in a timely way through our various channels (e.g. Online Chat, email and telephone) to empower them during their encephalitis journey.
- Assist with virtual/in-person gatherings and events, offering expert support and information to attendees enabling us to meet their needs.
- Assist the Senior Medical Writer in identifying any additional resources/managing the reviewing of current resources that may be required to enable the organisation to support people.
- Develop and maintain a database of appropriate international organisations/services that can be used to signpost those affected and families.
- Develop the equity, diversity and inclusion of the use of the helpline/support services to enable more communities to access support and information when and how they require it.
- Assist in the production of support service reports enabling Encephalitis International to monitor its activities, plan and provide accurate reporting to the funders.

Key Relationships – Internal & External

The Helpline Manager's external contacts include global voluntary organisations, social care and health organisations and individuals, and our beneficiaries. Internally, the Helpline Manager will work with all departments but in particular with the Support team.

Health & Safety

- Comply with safeguarding protocols and procedures as defined by Encephalitis International
- Comply with safe working practices as defined by Encephalitis International
- Complete online training as and when required.
- Take reasonable care for your own health and safety and that of others who may be affected by acts or omissions at work.
- Report any accidents, incidents or near misses as soon as reasonably practicable.

General

- Join in the life of our non-profit, including becoming involved in events and other activities as appropriate.
- Be aware of and always adhere to the organisation's policies.
- Attend training including safeguarding as required to meet the requirements of the role.
- Take responsibility for own personal development, seeking out opportunities to learn new skills.
- Undertake any other duties as requested by management which are reasonably deemed to be within the scope of the role or necessary for the smooth running of the charity.

Other

- Always apply Encephalitis International values and behaviours to every aspect of the role
- Protect and enhance the interests and reputation of Encephalitis International internally and externally.

Person Specification

CRITERIA	ESSENTIAL
Qualifications and specific training.	<ul style="list-style-type: none"> Entry level 3 (A level; access to higher education diploma; advanced apprenticeship)
Experience	<ul style="list-style-type: none"> Experience of health helplines. Experience in dealing with people at risk. Demonstratable experience of using CRMs and video communication platforms.
Knowledge	<ul style="list-style-type: none"> Understanding of encephalitis and brain injury. Detailed understanding of safeguarding. Detailed understanding of information governance and confidentiality. Understanding of CRMs and other software. Awareness of the charity sector context.
Skills	<ul style="list-style-type: none"> Highly developed people skills. Highly developed communication skills. Developed writing skills. Developed team-working skills. Developed time-management skills.
Personal attributes	<ul style="list-style-type: none"> Highly developed discretion, empathy and a non-judgemental attitude. Highly developed ability to listen. Passion and willingness to care and help people in need. Self-motivated and ability to work to own initiative. The ability to remain calm under pressure and when dealing with challenging situations. A high level of patience and emotional resilience. Inclusive and approachable.
Additional requirements	<p>This role is 30 hours per week spread over 5 days. This role can be fulfilled remotely or hybrid.</p> <p>This role will be required to work unsocial hours, including evening work to support engagement with our helpline from different time zones. Weekends away from your base, or overnight may occasionally be necessary.</p> <p>This role will be required to complete a Disclosure and Barring check.</p>

TEAM WORKING

All members of staff are expected to:

- Join in the life of the charity, including becoming involved in events and other activities.
- Support the Engagement team as an effective team member, contributing to development through collaboration and acting as an ambassador between fundraising and other departments.
- Undertake other tasks reasonably requested by the charity.

UNSOCIAL HOURS

You will occasionally be required to work unsocial hours and weekends away from your base, or overnight where necessary.

CONFIDENTIALITY

The post holder must maintain the confidentiality of information about people contacting the Group, staff and other Encephalitis International business. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognised course of duty.

HEALTH AND SAFETY

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974) to ensure that the agreed procedures are carried out to maintain a safe environment for visitors, volunteers and staff.

Encephalitis International operates a non-smoking office, and no facilities are provided for smoking.

EQUALITY AND DIVERSITY

Encephalitis International has an equality and diversity policy, and it is the responsibility of all staff to comply with the policy.

We recognise the positive value of diversity, promote equality and challenge discrimination. We welcome and encourage job applications from people of all backgrounds, particularly where we are under-represented; currently, this includes disabled people, LGBTQ+ and those from Black, Asian and ethnic minority groups.

TRAINING

Encephalitis International encourages personal and professional development.

DISCLOSURE AND BARRING CHECK

The offer of the post is subject to a satisfactory disclosure at an enhanced level.

The amendments to the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (2013 and 2020) provides that when applying for certain jobs and activities, certain convictions and cautions are considered 'protected'. This means that they do not need to be disclosed to employers, and if they are disclosed, employers cannot take them into account."

ASYLUM AND IMMIGRATION ACT

We will be asking for proof of ID under the Asylum and Immigration legislation.

SAFER RECRUITMENT

Encephalitis International is committed to safeguarding and protecting all children and young people by implementing robust safer recruitment practices – further details can be found in the Safer Recruitment policy.

ABOUT US

Encephalitis International is based in the gorgeous market town of Malton, twixt York and Scarborough. Our offices are a 2-minute walk from the railway station which makes commuting a breeze. Currently we are all working from home, but plan to work under a hybrid arrangement post-pandemic where we split our time between home and office base.



Application Process

Please send your CV and supporting statement, telling us why you would like to join our Team to alina@encephalitis.info by noon on Friday 19th September 2025. Interviews will take place in the following weeks.

We would encourage you to have an informal discussion before you apply - please call or email Alina Ellerington, Director of Services on 01653 692583 or email alina@encephalitis.info.

STAFF BENEFITS

Encephalitis International recognises that being an excellent employer is not based on salary alone and so is proud to offer a range of additional benefits:

- All employees have an enhanced holiday entitlement and to support tenure and continued service employees can gain one days leave per year capped at seven years.
- All employees are entitled to join an excellent pension scheme provided by People's Pension and offering a generous 6% on gross salary contribution by the organisation.
- All employees have access to a free will writing service via our FareWill scheme.
- Employees have access to a healthcare plan through Benenden Healthcare which includes:
 - GP 24/7 Helpline Medical Treatment and Surgery
 - Mental Health Helpline Physiotherapy
 - Care Planning and Social Care Advice Financial Assistance
 - Medical Diagnostics Free online health & wellbeing classes
- Employees and their family members are offered 24/7 counselling via our insurers. These services include: Qualified counsellors who provide free confidential support and advice by phone to employees or their family members who are suffering from emotional upset or feeling worried and anxious about a personal or work-related problem.
- To support employee tenure and continued service, our sabbatical leave plan provides time for renewal and rejuvenation to qualified long-term employees (after seven years' service).
- All employees can access flexi-time (ability to start and finish outside of core hours at your choosing) and hybrid working.
- Enhanced pay for our family friendly, compassionate leave and sickness policies.
- All employees are given a subscription to the CALM app, the #1 App for sleep, meditation and relaxation.
- All employees have access to a car park permit offering free parking in Malton.
- Regular organisation-wide training and opportunities to connect as a staff/trustee group.
- Encephalitis International is committed to offering employees a fulfilling career and as such encourages them to discuss any training and development needs with their line manager.

ABOUT ENCEPHALITIS INTERNATIONAL

Encephalitis International is a life-saving, multi award-winning charity and the only resource of its kind in the world providing direct support and information to people affected by encephalitis and to their family and friends.

We receive no Government funding and rely on income raised from individuals, businesses, and grant-making organisations.

OUR MISSION, VALUES & OBJECTIVES

VISION: A world without death and disability from encephalitis.

MISSION: Rebuilding futures around the world by saving lives, accelerating awareness and driving research.

OBJECTIVES:

- **Educate:** We aim to educate healthcare professionals with the knowledge to recognise, prevent and manage encephalitis effectively, ultimately improving patient outcomes.
- **Empower:** We strive to empower individuals affected by encephalitis, providing them with the expert resources and peer connections needed to rebuild their lives.
- **Expand:** We seek to expand global scientific and medical understanding in the prevention, treatment, and impact of encephalitis. Through collaboration and knowledge-sharing, we can break new ground in the field.
- **Elevate:** By elevating our reach, we aspire to touch the lives of more people internationally, fostering a sense of community.
- **Equip:** Generating income to equip ourselves to deliver our vision effectively.

VALUES: Our core beliefs shape our culture and our work.

Passionate: We are dedicated to making a positive impact in the lives of our beneficiaries

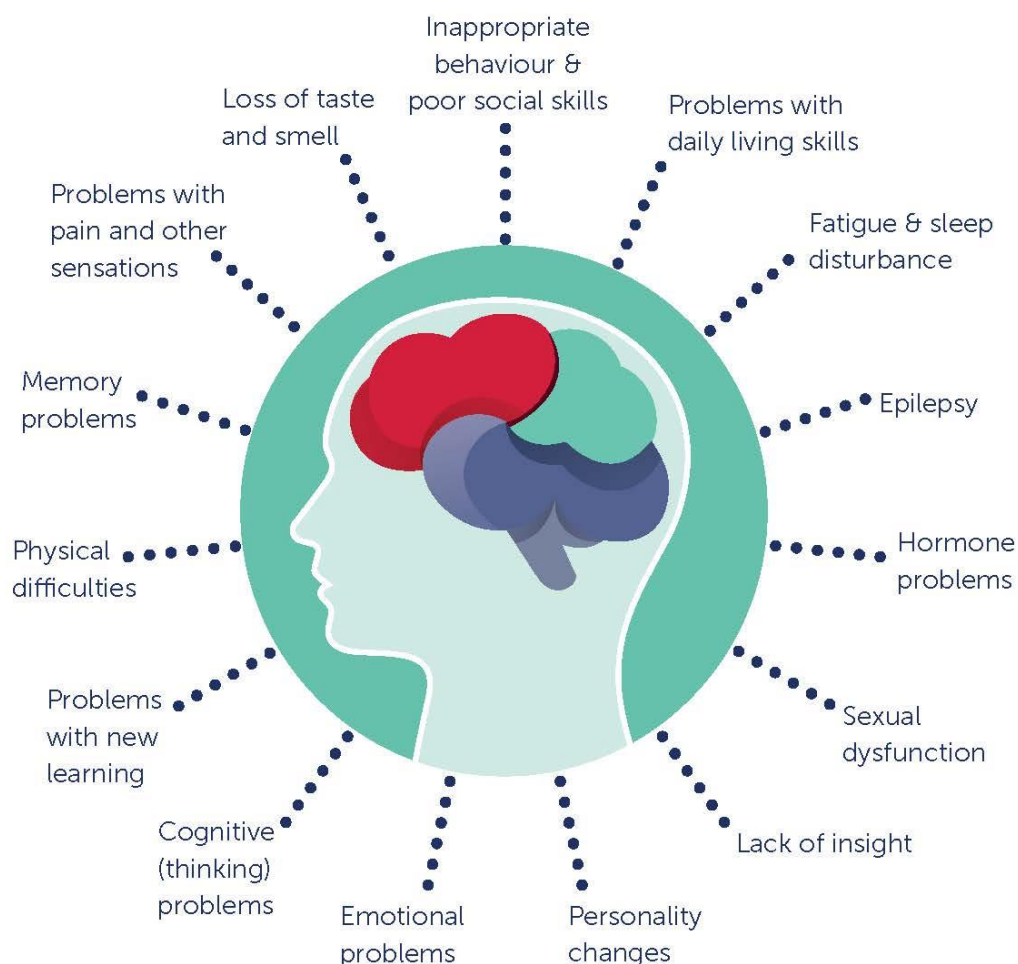
Inclusive: Our aim is for everyone to be respected for who they are and feel supported and empowered.

Changemakers: We create the change in the world that makes life better for our community

WHAT IS ENCEPHALITIS?

- Encephalitis is inflammation of the brain.
- It is caused either by an infection invading the brain or through the immune system attacking the brain in error.
- Anyone can be affected by encephalitis, irrespective of age, gender or ethnicity.
- Symptoms of encephalitis can vary but can include flu-like illness or headache, drowsiness, uncharacteristic behaviour, inability to speak or control movement and seizures.
- Mortality rates are high. Survivors are often left with an acquired brain injury, the degree and severity of which will vary.

OUTCOMES AFTER ENCEPHALITIS



TYPES OF ENCEPHALITIS

Autoimmune Encephalitis

Symptoms develop over days, weeks or months:

- Memory loss.
- Confusion, altered levels of consciousness, personality changes.
- Psychiatric symptoms (psychosis, hallucinations) and mood changes.
- Abnormal behaviour.
- Movement disorders and sleep disturbances.
- Seizures.

Some types of autoimmune encephalitis such as acute disseminated encephalomyelitis (ADEM) are caused by infection in which case the term 'post-infectious encephalitis' is used. Other forms of autoimmune encephalitis are associated with finding specific antibodies in blood such as VGKC complex (anti-LGI1 and Caspr2), NMDA receptor, GAD, AMPAR and GABA antibodies. Antibodies, also called immunoglobulins, are large Y-shaped proteins which identify and help remove foreign antigens such as viruses and bacteria. The reason why these antibodies are produced by the immune system in people with autoimmune encephalitis is not known in most cases. Sometimes a tumour (benign or cancerous) may generate the antibody.

Infectious Encephalitis

Symptoms develop over hours, days or a few weeks

- Flu-like illness (headache, fever).
- Confusion, drowsiness, loss of consciousness or even coma.
- Seizures.
- Inability to speak or control movement.
- Sensitivity to light.
- Unusual behaviour.

Viruses are the most frequently identified cause of infectious encephalitis (e.g. herpes viruses, enteroviruses, West Nile, Japanese encephalitis, La Crosse, St. Louis, Western equine, Eastern equine viruses and tick-borne viruses). Any virus has the potential to produce encephalitis, but not everybody who is infected with these viruses will develop encephalitis. Very rarely, bacteria, fungi or parasites can also cause encephalitis.

SAFER RECRUITMENT POLICY

Introduction

The purpose of this policy is to set out the minimum requirements of a recruitment process for employees and Trustees of Encephalitis International that aims to:

- attract the best possible applicants to vacancies.
- deter prospective applicants who are unsuitable for work with children, young people, and adults at risk.
- identify and reject applicants who are unsuitable for work with children, young people, and adults at risk.
- ensure all candidates are treated fairly, consistently and in compliance with all relevant legislation.

Recruitment Advertisements

Advertisements for posts will include the statements:

- Encephalitis International is committed to safeguarding children, young people and adults at risk.
- All postholders are subject to satisfactory Disclosure and Barring Service (DBS) checks of different levels depending on the job role.
- Encephalitis International is a Disability confident employer.

Prospective applicants will, as a minimum, be supplied with or given access to the following:

- job description and person specification.
- Encephalitis International's Safer Recruitment Policy.
- Encephalitis International's Recruitment of Ex-Offenders Policy.
- the selection procedure for the post.

Application Process

All applications must be in writing (either on paper or by e-mail). Applicants are asked to send a CV and a supporting statement. We encourage the applicants to have an informal discussion with senior staff at the organisation before applying.

Shortlisting, Selection and References

Short-listing of candidates will be against the person specification for the post and considering the CV and the supporting statement.

Selection techniques will be determined by the nature and duties of the vacant post, but all vacancies will require an interview of short-listed candidates. Interviews will always be face-to-face or virtual video meetings. Telephone interviews may be used at the short-listing stage but will not be a substitute for a face-to-face interview.

Candidates will always be asked the same questions at interview to ensure the selection process is fair and all candidates are treated equally.

Candidates will always be required:

- to explain satisfactorily any gaps in employment.
- to explain satisfactorily any anomalies or discrepancies in the information available.
- to declare any information that is likely to appear on a DBS check.
- to demonstrate their suitability for the position.

References will be sought directly from the referee if a candidate is selected for the role. References or testimonials provided directly by the candidate will not be accepted. Where necessary, referees and/or previous employers, who have not been named as referees, will be contacted by telephone or e-mail, in order to clarify any anomalies or discrepancies. A detailed written note will be kept of such exchanges.

Referees will always be asked specific questions about:

- any disciplinary warnings, including time-expired warnings that relate to the safeguarding of children, young people, and adults at risk.
- whether they have any convictions or cautions (excluding youth cautions, reprimands or warnings) that are not 'protected' as defined by the Ministry of Justice?
- the candidate's suitability for this post.

Employment Checks

All successful applicants are required:

- to provide proof of identity (passport or driving licence).
- to complete a DBS check and receive satisfactory clearance (as per job specification – see below).
- to provide actual certificates of qualifications.
- to provide proof of eligibility to live and work in the UK.

DBS Procedure

A DBS online check is required for each applicant which dictates, depending on the role, whether a basic, standard or enhanced check should be applied for (please see link: <https://www.gov.uk/find-out-dbs-check>). The organisations administrator does this check.

Basic checks are coordinated by the Encephalitis International Administrator – but the individual applies via website <https://www.gov.uk/request-copy-criminal-record>), a link with payment information is sent to Encephalitis International's Administrator and the organisation pays the fees. Standard and enhanced checks are coordinated through the Encephalitis International Administrator and Umbrella Organisation. A DBS form and a DBS standard privacy policy declaration (requirement for umbrella organisation – see appendix one) should be completed and signed by the applicant. Identification documents are checked by the Encephalitis International's Administrator.

The organisation will accept previous certificates with the online check system, as long as they meet our requirements as outlined above. All checks are repeated every 3 years.

The results of checks will be contingent on whether the role will be awarded to the candidate. The Chief Executive or Board of Trustees will decide what convictions are an acceptable level of risk for the organisation given the role in question and our work with at risk adults and children.

All information provided for this process will be handled as per our Information Governance Policies which comply with the Data Protection Act 2018. All information will be sent recorded delivery and information kept encrypted and in lockable folders until the certificate is received by the organisation, after which it will be destroyed. Once the check is received, we will store the number with the personnel file for that employee.

For further details, please see link: <https://www.gov.uk/find-out-dbs-check>.

Equal Opportunities for Ex-Offenders

Encephalitis International is committed to equality of opportunity for all job applicants and aims to select people for employment on the basis of their individual skills, abilities, experience, knowledge and, where appropriate, qualifications and training.

Encephalitis International ensures that all those in the organisation who are involved in the recruitment process have been suitably trained to identify and assess the relevance and circumstances of offences.

Full details can be found in the Ex-Offenders Recruitment policy.

Successful Candidates

Once recruited, all successful candidates will go through the Encephalitis International induction process and be offered the relevant training. This will include but is not limited to:

- Data Protection Policy.
- Safeguarding Adults.
- Safeguarding Children.
- Health and safety.
- Lone working.
- Disability Awareness.

Associated Policies

Equality and Diversity

Information Governance Policies

Data Protection Policy

Whistleblowing Policy

Safeguarding Policy

Ex-Offenders Recruitment Policy

Employment Reference Policy

Approval

This document was approved by Dr Ava Easton 8th September 2022. This policy is to be reviewed annually. Before approving ensure version number is V5 or above.

Document Change Control

Version	Date	Review Date	Changes by	Summary of changes
V1	March 2021	March 2022	A Phillips	New Document
V2	September 2021	March 2022	A Ellerington	Roles and DBS added as appendix
V3	April 2022	April 2023	N Herbert	Reference to Trustees added
V4	Sept 2022	April 2023	N Herbert	Updated in line with reviewed ex-offender policy
V5	Jan 2024	April 2023	N Herbert	Branding update only

FOR ACTION – to be signed by the applicant and sent to Disability Action Yorkshire with the DBS form and the Disclosure Checklist



Privacy Policy- standard/enhanced checks (paper and e-Bulk applications) declaration

I have read the Standard/Enhanced Check Privacy Policy for applicants <https://www.gov.uk/government/publications/dbs-privacy-policies> and I understand how DBS will process my personal data and the options available to me for submitting an application

Name: _____
(please print name)

Signed: _____

Date: _____

Ex-Offender Recruitment Policy

Introduction

The aim of this policy is to state the Encephalitis International's approach towards employing people who have criminal convictions.

We are committed to equality of opportunity for all job applicants and aims to select people for employment on the basis of their individual skills, abilities, experience, knowledge and, where appropriate, qualifications and training.

England and Wales Employees Policy

As an organisation assessing applicants' suitability for positions which are included in the Rehabilitation of Offenders Act 1974 (Exceptions) Order using criminal record checks processed through the Disclosure and Barring Service (DBS), the Encephalitis International complies fully with the code of practice and undertakes to treat all applicants for positions fairly.

We undertake not to discriminate unfairly against any subject of a criminal record check on the basis of a conviction or other information revealed.

Encephalitis International can only ask an individual to provide details of convictions and cautions that Encephalitis International are legally entitled to know about. Where a DBS certificate at either standard or enhanced level can legally be requested (where the position is one that is included in the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 as amended, and where appropriate Police Act Regulations as amended).

Encephalitis International can only ask an individual about convictions and cautions that are not protected.

Encephalitis International is committed to the fair treatment of its staff, potential staff or users of its services, regardless of race, gender, religion, sexual orientation, responsibilities for dependants, age, physical/mental disability or offending background.

Encephalitis International has this written policy on the recruitment of ex-offenders, which is made available to all DBS applicants at the start of the recruitment process.

Encephalitis International actively promotes equality of opportunity for all with the right mix of talent, skills and potential and welcome applications from a wide range of candidates, including those with criminal records.

Encephalitis International selects all candidates for interview based on their skills, qualifications and experience.

An application for a criminal record check is only submitted to DBS after a thorough risk assessment has indicated that one is both proportionate and relevant to the position concerned. For those positions where a criminal record check is identified as necessary, all application forms, job adverts and recruitment briefs will contain a statement that an application for a DBS certificate will be submitted in the event of the individual being offered the position.

Encephalitis International ensures that all those in the Society who are involved in the recruitment process have been suitably trained to identify and assess the relevance and circumstances of offences.

Encephalitis International also ensures that they have received appropriate guidance and training in the relevant legislation relating to the employment of ex-offenders, e.g. the Rehabilitation of Offenders Act 1974.

At interview, or in a separate discussion, Encephalitis International ensures that an open and measured discussion takes place on the subject of any offences or other matter that might be relevant to the position. Failure to reveal information that is directly relevant to the position sought could lead to withdrawal of an offer of employment.

Encephalitis International makes every subject of a criminal record check submitted to DBS aware of the existence of the code of practice and makes a copy available on request.

Encephalitis International undertakes to discuss any matter revealed on a DBS certificate with the individual seeking the position before withdrawing a conditional offer of employment.

Further information about conviction information

On the 29 May 2013, legislation came into force that allows certain old and minor cautions and convictions to no longer be subject to disclosure.

- Employers will no longer be able to take an individual's old and minor cautions and convictions into account when making decisions.
- All cautions and convictions for specified serious violent and sexual offences, and other specified offences of relevance for posts concerned with safeguarding children and vulnerable adults, will remain subject to disclosure. In addition, all convictions resulting in a custodial sentence, whether or not suspended, will remain subject to disclosure, as will all convictions where an individual has more than one conviction recorded.
- Applicants can be directed to the [guidance and criteria](#) which explains the filtering of old and minor cautions and convictions which are now 'protected' so not subject to disclosure to employers.

Northern Ireland Employees Policy

Encephalitis International complies fully with the Code of Practice, issued by the Department of Justice, in connection with the use of information provided to registered persons, their nominees and other recipients of information by [AccessNI](#) under Part V of the Police Act 1997, for the purposes of assessing Applicant's suitability for employment purposes, voluntary positions, licensing and other relevant purposes. We undertake to treat all applicants for positions fairly and not to discriminate unfairly or unlawfully against the subject of a Disclosure on the basis of conviction or other information revealed.

This policy is made available to all Disclosure applicants at the outset of the recruitment process.

Encephalitis International is committed to equality of opportunity to following practices, and to providing a service which is free from unfair and unlawful discrimination. We ensure that no applicant or member of staff is subject to less favourable treatment on the grounds of gender, marital status, race colour, nationality, ethnic or national origins, age, sexual orientation, responsibilities for dependants, physical or mental disability political opinion or offending background, or is disadvantaged by any condition which cannot be shown to be relevant to performance.

Encephalitis International actively promotes equality of opportunity for all with the right mix of talent, skills and potential, and welcomes applications from a wide range of candidates, including those with criminal records. The selection of candidates for interview will be based on those who meet the required standard of skills, qualifications and experience as outlined in the essential and desirable criteria.

We will request an AccessNI Disclosure only where this is considered proportionate and relevant to the particular position. This will be based on a thorough risk assessment of that position and having considered the relevant legislation which determines whether or not a Standard or Enhanced Disclosure is available to

the position in question. Where an AccessNI Disclosure is deemed necessary for a post or position, all applicants will be made aware at the initial recruitment stage that the position will be subject to a Disclosure and that the Society will request the individual being offered the position to undergo an appropriate AccessNI Disclosure check

In line with the Rehabilitation of Offenders (Exceptions)(Northern Ireland) Order 1979 (as amended in 2014), Encephalitis International will only ask about convictions which are defined as “not protected” for the purposes of obtaining a Standard or Enhanced disclosure.

We undertake to ensure an open and measured and recorded discussion on the subject of any offences or other matters that might be considered relevant for the position concerned eg the individual is applying for a driving job but has a criminal history of driving offences. Failure to reveal information that is directly relevant to the position sought could lead to withdrawal of the conditional offer of employment.

Encephalitis International may consider discussing any matter revealed in a Disclosure Certificate.

We ensure that all those in Encephalitis International who are involved in the recruitment process have been suitably trained to identify and assess the relevance and circumstances of Disclosure information. We also ensure that they have received appropriate guidance and training in the relevant legislation relating to employment of ex-offenders (e.g. the Rehabilitation of Offenders (Northern Ireland) Order 1978).

We undertake to make every subject of an AccessNI Disclosure aware of the existence of the Code of Practice, and to make a copy available on request.

Having a criminal record will not necessarily debar you from working with the Encephalitis Society. This will depend on the nature of the position, together with the circumstances and background of your offences or other information contained on a disclosure certificate.

Scotland Employees Policy

This policy statement relates to higher level disclosures issued by Disclosure Scotland on behalf of the Scottish Ministers under the Police Act 1997 (“the 1997 Act”) and the Protection of Vulnerable Groups (Scotland) Act 2007 (“the 2007 Act”). Higher level disclosures are: the standard and the enhanced disclosure under the 1997 Act, and the scheme record under the 2007 Act.

Under section 122 of the 1997 Act, the Scottish Ministers have published a Code of Practice (“the Code”) which sets out obligations that registered bodies, counter signatories and other recipients of higher level disclosures must comply with. We comply with the Code and the aforementioned disclosure legislation.

We are committed to equality of opportunity, to following good recruitment practice, and to providing a service which is free from unfair and unlawful discrimination. We ensure that no applicant or member of staff is subject to less favourable treatment on the grounds of a previous conviction. We actively promote the right mix of talent, skills and potential and welcome applications from a wide range of candidates, including those with previous convictions. The selection of candidates for interview will be based on skills, qualifications and experience.

We will use a higher level disclosure check by Disclosure Scotland only where this is relevant to the particular position or type of regulated work. This will be based on a thorough risk assessment of the position or work and having considered the relevant legislation which determines whether a standard or an enhanced disclosure under the 1997 Act or a scheme record under the 2007 Act (the PVG scheme) is applicable. Individuals will be made aware that:

- the nature of the position or work entitles us to ask about unspent convictions and certain spent convictions. More information on unspent and spent convictions is available on the Disclosure Scotland website.
- where a standard or enhanced disclosure is deemed necessary, that the position or work will be subject to such a check by Disclosure Scotland.
- where a scheme record under the PVG scheme is deemed necessary, that position will be subject to such a check by Disclosure Scotland.

If we use a criminal record self-declaration form as part of our recruitment practice, we will emphasise to individuals that they should be honest in their response.

When completing the self-declaration form, an individual should reveal any unspent convictions in their name. The individual should also reveal a spent conviction for an offence included in Schedule A1 (Offences which must be disclosed subject to exceptions) of the Rehabilitation of Offenders Act 1974 (Exclusions and Exceptions) (Scotland) Order 2013 (as amended) unless, in respect of the Schedule A1 offence:

- I. the individual was under the age of 18 at the date of conviction and at least 7 years and 6 months have passed since the date of conviction, or
- II. the individual was aged 18 or over at the date of conviction and at least 15 years have passed since the date of conviction

Individuals do not have to self-declare any other spent convictions, regardless of the role they have applied for. If a higher level disclosure provided by Disclosure Scotland does contain information about a spent conviction for an offence other than an offence as set out above, the individual cannot be prejudiced by not having declared it previously.

We will ask that this form be returned under separate, confidential cover, to a designated person in our organisation. We guarantee that this form will only be seen by those who need to see it as part of the recruitment decision-making process.

At interview, or under separate discussion, we undertake to ensure an open and measured discussion on the subject of any offences or other matters that might be considered relevant for the position or work concerned. We will conduct this discussion in line with the “central conversation” approach outlined in the ‘Scotland Works For You’ guidance.

We undertake to discuss any matter revealed in a standard or an enhanced disclosure issued under the 1997 Act or a scheme record issued under the 2007 Act with the individual subject of that disclosure before a decision on recruitment is made.

We ensure that all those who are involved in the decision-making process have been suitably trained to identify and assess the relevance and circumstances of disclosure information. We also ensure that they have received appropriate guidance and training about recruitment of individuals with convictions.

We will provide a copy of this policy and the Code to anyone who asks to see it.

Associated Policies

- Safer Recruitment Policy
- Disclosure and Barring Policy
- Equality, Diversity and Inclusion Policy

Approval

This document was approved by the Chief Executive on 30th August 2022.

Before approving ensure version number is V5 or above.

Document Change Control

Version	Date	Review Date	Changes by	Summary of changes
V1	23 rd Jan 2018		P.Chapman	New Document
V2	18 th Sept 2018	Sept 2020	P.Chapman	Edited branding and added approval
V3	5 th July 2021	July 2023	A.Phillips	Formatted and updates made
V4	August 2022	Aug 2024	N.Herbert	Updated as per A.Ellerington/P. Chapman request. Reviewed with Rosie Carter SafeCiC
V5	Sept 2022	Aug 2024	N.Herbert	Minor edits from Ava Easton