RECRUITMENT GLOSSARY

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A:

- **Active Candidate:** A job seeker actively looking for a new job and who may have applied to multiple positions.
- **Applicant Tracking System (ATS):** Software used by recruiters and employers to manage job applications and track candidate information.
- **Assessment:** Tests and evaluations used to measure candidates' skills, abilities, and fit for a role.
- **Applicant Funnel:** The process of narrowing down a large number of job applicants to a smaller pool of qualified candidates.
- **AI Recruiting:** The use of artificial intelligence to automate and enhance various aspects of the recruitment process, such as resume screening and candidate matching.
- **Agency Nurse:** A nurse employed by a staffing agency and assigned to various healthcare facilities on a temporary basis.
- **Allied Health Professional (AHP):** Health professionals distinct from medicine, nursing, and dentistry who work to prevent, diagnose, and treat a range of conditions.
- **Assessment Center:** A selection process involving multiple evaluation techniques to assess the suitability of candidates for healthcare roles.
- **Applicant Pool:** A group of potential candidates who have expressed interest in a job or who meet the criteria for open positions.
- **Apprenticeship:** Individuals undergo a blend of on-the-job training and academic study to acquire skills and certifications in a particular trade or profession. Apprentices usually work under a fixed-term contract and receive a salary or wage.

B:

- **Background Check:** A process used to verify the information provided by a candidate, including criminal records, employment history, and education.
- **Behavioural Interview:** An interview technique that assesses a candidate's past behaviour in specific situations to predict future performance.
- **Benefits:** Non-wage compensation provided to employees, such as health insurance, retirement plans, and paid time off.
- **Blind Hiring:** A recruitment approach that removes personal information from candidate applications to eliminate bias and promote diversity.
- **Boolean Search:** A search technique using Boolean operators (AND, OR, NOT) to refine and optimise candidate searches in databases and search engines.
- **Bench Strength:** The competency and readiness of potential candidates in an organisation to fill key roles.
- **Bank Staff:** Healthcare workers who are not permanently employed but are available to work on an as-needed basis.

C:

- **Candidate Experience:** The perception and feelings of a job applicant about an employer's recruitment process.
- **Contingency Recruitment:** A recruitment model where recruiters are paid only if they successfully place a candidate in a job.
- **Culture Fit:** The alignment between a candidate's values, beliefs, and behaviour with the organisational culture.
- **Candidate Rediscovery:** The process of searching through past applicants in an ATS to find suitable candidates for new job openings.
- **Churn Rate:** The rate at which employees leave a company within a specific period, used to assess employee turnover.
- **Care Coordinator:** A professional responsible for organising patient care activities and sharing information among all participants concerned with a patient's care.
- **Competency-Based Interview:** An interview technique that evaluates a candidate's skills and abilities based on their previous experience and performance.
- **Continuous Professional Development (CPD):** Ongoing training and education for healthcare professionals to maintain and enhance their skills and knowledge.
- **Community Psychiatric Nurse (CPN):** A registered nurse who provides mental health support to individuals in the community, often working as part of a community mental health team.
- **Care Manager:** A professional responsible for the overall management of a care home or domiciliary care service.
- **Care Quality Commission (CQC):** is the independent regulator of health and social care services in England. Its primary role is to ensure that health and social care services provide people with safe, effective, compassionate, and high-quality care, and to encourage care services to improve.
- **CIPD (Chartered Institute of Personnel and Development)** Is a professional association for human resource management professionals based in the United Kingdom but also has a global presence.

D:

- Direct Hire: Recruitment for permanent positions where the candidate is hired directly by the employer.
- **Diversity Recruitment:** Efforts to attract and hire candidates from various backgrounds to enhance workplace diversity.
- **Deep Dive Interview:** An in-depth interview focused on thoroughly exploring a candidate's skills, experiences, and motivations.
- **Digital Interview:** A pre-recorded video interview where candidates respond to a set of predefined questions.
- **Dual Posting:** Posting a job opening on multiple platforms to increase the chances of finding the right candidate.
- **Domiciliary Care:** Services provided to individuals in their own homes to help them live independently.
- **Direct Care Staff:** Employees who provide hands-on care and assistance to patients or clients, including activities of daily living.

E:

- **Employee Referral Program:** A program encouraging current employees to refer potential candidates for open positions.
- **Employer Branding:** The process of promoting a company as a desirable place to work to attract and retain top talent.
- **Employee Value Proposition (EVP):** The unique set of benefits and values that an employer offers to attract and retain employees.
- **Employer of Choice:** A company that is highly attractive to potential employees due to its reputation, culture, and benefits.
- **Evergreen Requisition:** A job requisition that is always open because the company continuously recruits for that position.
- **E-recruitment:** The use of online tools and platforms to attract, screen, and hire candidates.
- **Enhanced DBS Check:** A detailed background check required for individuals working with vulnerable groups, including children and the elderly.

F:

- **Full-Cycle Recruiting:** The complete recruitment process from job posting to onboarding, managed by a single recruiter.
- **Freelancer:** An independent contractor who provides services to businesses on a project or task basis.
- **Flexi-time:** A work arrangement that allows employees to choose their working hours within certain limits, promoting work-life balance.
- **Functional Resume:** A resume format that focuses on skills and experiences rather than chronological work history.
- **Freelancer:** An independent contractor who provides services to businesses on a project or task basis.
- **Float Pool:** A group of healthcare workers who are not assigned to a specific department but can be called upon to work in different areas as needed.
- **Frontline Staff:** Healthcare workers who provide direct patient care, such as nurses, doctors, and support staff.

G:

- **Gig Economy:** A labour market characterised by short-term contracts or freelance work as opposed to permanent jobs.
- **Ghosting:** When a candidate or employer abruptly stops communication during the recruitment process without explanation.
- **Gamification:** The use of game-like elements and techniques in the recruitment process to engage and assess candidates.
- **General Practitioner (GP):** A medical doctor who treats acute and chronic illnesses and provides preventive care and health education to patients.
- **General Medical Council (GMC)** is the regulatory body for doctors in the United Kingdom. Its primary role is to protect, promote, and maintain the health and safety of the public by ensuring proper standards of medical education, training, and practice.

H:

- **Headhunting:** A recruitment approach focused on finding and attracting top talent, often for senior or specialised positions.
- **Hiring Manager:** The individual within an organisation responsible for making the final hiring decision.
- **Hiring Freeze:** A temporary halt on hiring new employees, often due to budget constraints or organisational restructuring.
- **Hot Desking:** A workplace arrangement where employees do not have assigned desks and use any available workspace.
- **Human Capital:** The skills, knowledge, and experience possessed by an individual or population, viewed in terms of their value to an organisation.
- **Healthcare Assistant (HCA):** A professional who supports nurses and other healthcare professionals in providing patient care.
- **Hiring Incentives:** Bonuses, relocation assistance, or other perks offered to attract candidates to healthcare positions, especially in high-demand areas.
- **Health and Care Professions Council (HCPC)** is a regulatory body in the United Kingdom responsible for regulating health and care professions. It was established to protect the public by ensuring that health and care professionals meet and maintain high standards of conduct and competence.

I:

- **Internal Recruitment:** Filling job vacancies with current employees rather than seeking new candidates externally.
- **Interview Panel:** A group of people who collectively conduct interviews with a job candidate.
- **Inbound Recruiting:** Attracting candidates through marketing strategies such as content creation, social media, and employer branding.
- **Inclusive Hiring:** Recruitment practices that ensure all candidates, regardless of background, have equal opportunities for employment.
- **International Recruitment:** The process of hiring healthcare professionals from other countries to fill local staffing shortages.
- **Interim Role:** A temporary position held by an individual to fill a gap within an organisation until a permanent solution or replacement is found.

J:

- **Job Board:** An online platform where employers post job openings and candidates can search and apply for jobs.
- **Job Description:** A detailed outline of the duties, responsibilities, qualifications, and skills required for a specific job.
- **Job Audition:** A recruitment method where candidates perform job tasks or projects as part of the evaluation process.
- **Job Shadowing:** An experiential learning opportunity where a candidate observes an employee to understand the role better.
- **Jump Ship:** When an employee leaves their current job for a new opportunity, often abruptly.
- **Job Fair:** An event where employers and recruiters meet with potential job seekers, often used to recruit healthcare professionals.
- **Job Sharing:** An employment arrangement where two or more employees share the responsibilities and hours of a full-time position.

K:

• **Key Performance Indicators (KPIs):** Metrics used to evaluate the success and efficiency of the recruitment process.
• **Knockout Questions:** Screening questions designed to quickly disqualify candidates who do not meet the essential criteria for a role.

L:

• **LinkedIn Recruiter:** A tool provided by LinkedIn for recruiters to search for and manage potential job candidates.
• **Lateral Hiring:** Recruiting candidates from the same industry or job level, often to fill positions that require specific expertise.
• **Leadership Pipeline:** A structured process for identifying, developing, and promoting future leaders within an organisation.
• **Locum Tenens:** A healthcare professional who temporarily fulfils the duties of another, often used in the context of physicians.
• **Long-term Care:** Services that support the medical and non-medical needs of people with chronic illnesses or disabilities.

M:

• **Mobile Recruiting:** The use of mobile technology to attract, engage, and communicate with potential job candidates.
• **Microlearning:** Short, focused training sessions designed to teach specific skills or knowledge, often used in onboarding.
• **Moonlighting:** When an employee takes on a second job outside their regular employment, usually to earn additional income.
• **Medical Staffing Agency:** A company that specialises in recruiting and placing healthcare professionals in temporary or permanent positions.
• **Nurse Practitioner (NP):** An advanced practice registered nurse who provides primary and speciality healthcare services.

N:

• **Networking:** Building relationships and connections to find potential job candidates or career opportunities.
• **Net Promoter Score (NPS):** A metric used to measure candidate and employee satisfaction by asking how likely they are to recommend the company.
• **Niche Job Board:** A specialised job board that focuses on a specific industry, role, or demographic group.
• **Networking:** Building relationships and connections to find potential job candidates or career opportunities.
• **Nursing and Midwifery Council (NMC)** is a regulatory body in the United Kingdom that exists to protect the public by ensuring that nurses and midwives provide high standards of care.
• **NVQ (National Vocational Qualification)** is a work-based qualification in the United Kingdom that assesses an individual's ability to perform their job role to a specific standard. NVQs are practical qualifications, focusing on the skills and knowledge required to do a particular job effectively.

O:

- **Onboarding:** The process of integrating a new employee into an organisation, including orientation and training.
- **Outsourcing:** Hiring external agencies or contractors to handle specific recruitment functions or entire recruitment processes.
- **Offer Acceptance Rate:** The percentage of job offers accepted by candidates, used to measure the attractiveness of job offers.
- **Outplacement Services:** Support services provided to employees who are leaving a company, including career counselling and job search assistance.
- **Overqualified:** A candidate whose skills, experience, and qualifications exceed the requirements of the job they are applying for.
- **Occupational Health:** The field of healthcare dedicated to the well-being and safety of employees in the workplace.
- **On-call Staff:** Healthcare professionals who are available to work or respond to emergencies outside their regular working hours.
- **Occupational Therapist (OT):** A professional who helps individuals with mental health issues improve their ability to perform daily activities.
- **Ofsted** (Office for Standards in Education, Children's Services and Skills) is the non-ministerial department of the UK government responsible for inspecting and regulating educational institutions and some social care services for children.

P:

- **Passive Candidate:** A candidate who is not actively seeking a new job but may be open to new opportunities if approached.
- **Pre-employment Screening:** The process of evaluating candidates before they are hired, including interviews, assessments, and background checks.
- **Predictive Analytics:** Using data, statistical algorithms, and machine learning techniques to identify the likelihood of future outcomes based on historical data.
- **Pre-boarding:** The phase between a candidate accepting a job offer and their first day, involving preparation and engagement activities.
- **Per Diem:** Healthcare workers employed on a day-to-day basis, often without a fixed schedule.
- **Peer Support Worker:** Someone with personal experience of mental health issues who provides support to others going through similar experiences.

Q:

- **Qualifying Questions:** Questions used to determine if a candidate meets the basic requirements for a job before proceeding further in the recruitment process.
- **Quiet Hiring:** An informal recruitment process where employers fill roles through internal promotions or transfers without public job postings.
- **Quality Assurance (QA):** Processes and procedures used to ensure that healthcare services meet certain standards and provide safe, effective care.
- **QCF (Qualifications and Credit Framework)** It was a system used in England, Wales, and Northern Ireland for cataloguing qualifications and units by awarding organisations up until 2015. The QCF aimed to provide a clear and flexible framework for qualifications, allowing learners to progress at their own pace and tailor their learning to their career goals. Its successor, the RQF, continues to uphold these principles while streamlining the framework for easier understanding and administration.

R:

- **Recruitment Process Outsourcing (RPO):** Contracting an external provider to handle some or all aspects of the recruitment process.
- **Reference Check:** Contacting a candidate's previous employers or colleagues to verify their work history and performance.
- **Requisition:** A formal request to hire a new employee, typically initiated by a hiring manager and approved by upper management.
- **Resume Parsing:** Technology that extracts and organises information from resumes into a structured format, making it easier to analyse.
- **Rock Star:** Slang for a top-performing, highly sought-after candidate.
- **Registered Nurse (RN):** A nurse who has completed the necessary education and licensure requirements to provide patient care.
- **Retention Strategies:** Methods and initiatives designed to keep healthcare employees satisfied and reduce turnover.
- **Recovery Worker:** A professional who supports individuals with mental health or substance misuse issues in their recovery journey.
- **Residential Support Worker:** A professional who provides care and support to individuals living in residential mental health facilities.
- **Rota shifts:** A system of organising work schedules where employees or team members are assigned to various duties or shifts according to a rotating schedule.
- **Registered Manager:** An individual appointed to manage the operational and regulatory aspects of a care service, ensuring that it meets the standards set by the Care Quality Commission (CQC) or equivalent regulatory bodies in the UK.

S:

- **Sourcing:** The process of finding and identifying potential candidates for a job opening.
- **Screening:** The process of reviewing candidate applications to determine their suitability for a job based on criteria such as qualifications, experience, and skills.
- **Staffing Agency:** A company that matches employers with employees, often for temporary or contract positions.
- **Social Sourcing:** Using social media platforms to identify and engage potential candidates for job openings.
- **Stay Interview:** An interview conducted with current employees to understand why they stay with the company and how to improve retention.
- **Silver Medallist:** A candidate who was highly qualified but ultimately not selected for a job opening, often considered for future openings.
- **Social Care Worker:** A professional who provides support and assistance to individuals in need of social services, including the elderly, disabled, and those with mental health issues.
- **Support Worker:** A professional who assists individuals with mental health or social care needs in their daily lives.
- **Succession Planning:** Identifying and developing internal candidates to fill key leadership positions in healthcare organisations.
- **Shift Differential:** Additional pay provided to healthcare workers who work non-standard hours, such as nights or weekends.

T:

- **Talent Pool:** A database of potential candidates who might be suitable for future job openings.
- **Temporary Worker:** An employee hired for a specific, limited period or project, often through a staffing agency.
- **Talent Acquisition:** The strategic approach to identifying, attracting, and onboarding top talent to meet organisational needs.
- **Talent Analytics:** The use of data and analytics to improve the recruitment process and make informed hiring decisions.
- **Talent Shortage:** A situation where there are not enough qualified candidates to fill the available job openings in a specific industry or region.
- **Travel Nurse:** A nurse who works on temporary assignments in different locations, often filling staffing gaps in healthcare facilities.

U:

- **Upskilling:** Providing training and development opportunities to employees to enhance their skills and competencies.
- **Upward Mobility:** The opportunities for employees to advance to higher positions within an organisation.
- **Unicorn:** Slang for a candidate with a rare and highly desirable combination of skills and experiences.

V:

- **Video Interview:** An interview conducted via video conferencing tools, often used for remote or initial screening interviews.
- **Virtual Recruiting:** The use of digital tools and platforms to conduct the recruitment process remotely.
- **Voluntary Turnover:** The rate at which employees voluntarily leave a company, as opposed to being terminated.
- **Volunteer Recruitment:** The process of attracting and onboarding volunteers to support healthcare services and programs.

W:

- **Workforce Planning:** The process of analysing and forecasting the talent needs of an organisation to ensure it has the right people in the right roles.
- **Work-life Balance:** The equilibrium between personal life and work commitments, is often considered a key factor in job satisfaction.
- **Whale Hunting:** A slang term for targeting highly sought-after, high-performing candidates, often from competitors.
- **Work Sample Test:** An assessment where candidates complete actual job tasks to demonstrate their skills and abilities.
- **Warm Body Syndrome:** Hiring a candidate quickly to fill a position, often without thorough vetting, just to have someone in the role.

• **Ward Clerk:** An administrative professional who supports the day-to-day operations of a hospital ward, including managing patient records and scheduling.
• **Wellbeing Practitioner:** A professional who promotes mental well-being through various therapeutic and support interventions.
• **Wage:** is commonly associated with hourly or part-time employment where the number of hours worked can vary from week to week



• **Xenial Recruiting:** The practice of creating a friendly and hospitable recruitment process to make candidates feel welcome and valued.
• **X-Factor:** Unique qualities or attributes of a candidate that set them apart from others, often considered during final hiring decisions.



• **Yield Ratio:** A metric used to evaluate the effectiveness of recruitment sources by comparing the number of applicants to the number of hires.
• **Youth Employment:** The focus is on recruiting and employing young individuals, often recent graduates or those new to the workforce.
• **Youth Care Worker:** A professional who provides support and care to young individuals in residential care, juvenile justice, or other social care settings.



• **Zero-hour Contract:** An employment contract where the employer is not obligated to provide any minimum number of working hours.
• **Zero-based Budgeting:** A budgeting approach where all expenses must be justified for each new period, often impacting recruitment budgets and planning.

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