

TRAINING UPDATE

Lab Location:	GEC, SGMC & WOMC	Date Distributed:	10/20/2020
Department:	Mgmt	Due Date:	10/30/2020
		Implementation:	10/29/2020

DESCRIPTION OF REVISION

Name of procedure:
Recruitment SGAH.L887 v2 Interview Checklist and Candidate Evaluation AG.F307.2
Description of change(s):
<p>Header: changed WAH to WOMC</p> <p>Section 5: reformatted and updated to reflect East region process; added retention of interview form</p> <p>Section 6: added request worksheet</p> <p>Section 9: added example of hiring request</p> <p>This revised SOP & Form will be implemented October 29, 2020</p>

Document your compliance with this training update by taking the quiz in the MTS system.

Non-Technical SOP

Title	Recruitment	
Prepared by	Lori Loffredo	Date: 10/1/2014
Owner	Robert SanLuis, Stephanie Codina	Date: 10/14/2020

Laboratory Approval		
Print Name and Title	Signature	Date
<i>Refer to the electronic signature page for approval and approval dates.</i>		
Local Issue Date:		Local Effective Date:

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- 1. PURPOSE**
This procedure describes the process to recruit and hire employees.

 - 2. SCOPE**
This procedure applies to all Laboratory positions.

 - 3. RESPONSIBILITY**
Laboratory leaders must understand and adhere to this procedure for recruiting.

 - 4. DEFINITIONS**
HRSC – Human Resources Service Center

5. PROCEDURE

Obtain Approval to Hire for the Position

Step	Action
1	<p>Any supervisor who wishes to request a new or replacement position must complete the “East Hiring Request Lab Operations for Position Management” spreadsheet and submit to the director. See example in addendum A.</p> <p>The following fields are required:</p> <ul style="list-style-type: none"> A. Work location <ul style="list-style-type: none"> a. MD_N7T_AHC White Oak b. MD_EPF_AHC Shady Grove c. MD_JAY_AHC Germantown B. Employee span C. Risk not to fill D. Add to head count <ul style="list-style-type: none"> a. Select no if requesting to backfill a current position b. Select yes if requesting a new position E. Name of person who left F. Position number of person who left G. Reason why the position is open H. Regular or Temp position I. Hours J. Notes
2	The director will submit the form and obtain approval from the designated senior leader to refill the positions.
3	The requesting supervisor will be notified when the positions have been approved for recruitment.
4	The supervisor will request a position modification or a new position using Employee Self Service per the instructions below. The system will automatically forward to designated individuals for required approvals.
5	The position will be created and posted for applicants.

Request to Recruit for a Current Position

Action	Action
1	<p>Access Manager Self Service.</p> <ul style="list-style-type: none"> • Select “My Team” • Select “Request a Position Change”
2	Type the position number you wish to update in the search prompt and press the enter key.

Action	Action
3	The position and parent position will appear. Click on the position you wish to edit.
4	Check the box that says, "Job Requisition Information" then click "Continue."
5	At the "When does the position change start?" prompt, select the current date or a future date if applicable.
6	At the "What is the reason for this request?" prompt, select "Recruit for replacement" from the dropdown menu then click "Continue."
7	Review the position details for accuracy and edit fields as indicated. Ensure the "Post a job req?" field is changed to "yes." Click "continue."
8	Any changes that affect a current employee will show in the "Impacted assignments" field. Verify the impact, if any, and click "Continue."
9	Review the job requisition fields for accuracy and change as needed. <ul style="list-style-type: none"> A. In most cases, work days/schedule and Saturdays/weekends fields will be answered as "rotational." B. Verify that the "Will this position work at a hospital?" field must be set to "Yes—Adventist Maryland." C. The "Comments/Instructions" field should indicate the employee floats to other AHC sites as needed. D. Ensure the hiring manager is listed correctly. E. Click "Continue."
10	Add any comments and attachments showing approval and click "Submit."
11	The system will forward the request to the applicable approvers, and a recruitment posting will be created for the position.

Request a New Position

Action	Action
Note: This process is used when requesting a new position and when changing the position of a current position (ex = changing a Med Tech II to a Med Tech I for rehire or promoting via the career ladder).	
1	Access Manager Self Service. <ul style="list-style-type: none"> • Select "My Team" • Select "Request a New Position"
2	At the "When does the position change start?" prompt, select the current date or a future date if applicable.

Action	Action								
3	At the “What is the reason for this request?” prompt, select “Add to staff” or “Already budgeted” as appropriate from the dropdown menu then click “Continue.”								
4	<p>Enter the position details.</p> <p>A. Parent position—enter the position number associated with the supervisor of this position. To change, delete all information from the box and type the position number of the appropriate supervisor.</p> <p>B. Business unit = East</p> <p>C. Position name</p> <p>D. Department</p> <p>E. Job</p> <p>Select the job code for the position you are requesting</p> <table border="1" data-bbox="500 667 1398 821"> <tr> <td>MT I = 101369</td> <td>Field Ops Rep I = 100184</td> </tr> <tr> <td>MT II = 101370</td> <td>Field Ops Rep II = 100192</td> </tr> <tr> <td>Sr MT = 101389</td> <td>Sr Field Ops Rep = 101635</td> </tr> <tr> <td>MT Group Lead = 101371</td> <td>Field Ops Group Lead = 100917</td> </tr> </table> <p>F. Location</p> <p>a. MD_EPF</p> <p>b. MD_N7T</p> <p>c. MD_JAY</p> <p>G. Grade will autofill based on position</p> <p>H. Assignment category (select from dropdown menu)</p> <p>I. Working hours</p> <p>J. Post a job req?</p> <p>K. Quest field for</p> <p>L. GL Business Unit = 67100</p> <p>M. Reporting Business Unit = 67104</p> <p>N. Site Codes = N7T, EPF, or JAY</p> <p>O. Line of Business = 305</p> <p>P. Click “Continue.”</p>	MT I = 101369	Field Ops Rep I = 100184	MT II = 101370	Field Ops Rep II = 100192	Sr MT = 101389	Sr Field Ops Rep = 101635	MT Group Lead = 101371	Field Ops Group Lead = 100917
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5	Accept the defaults in the “Budget Details” area and click “Continue.”								
6	<p>Complete the job requisition fields for accuracy and change as needed.</p> <p>A. In most cases, work days/schedule and Saturdays/weekends fields will be answered as “rotational.”</p> <p>B. Verify that the “Will this position work at a hospital?” field must be set to “Yes—Adventist Maryland.”</p> <p>C. The “Comments/Instructions” field should indicate the employee floats to other AHC sites as needed.</p> <p>D. Click “Continue.”</p>								
7	Add any comments and attachments showing approval and click “Submit.”								
8	The system will forward the request to the designated approvers, and a position/posting will be created.								

Recruiting

Action	Action
1	Positions will be viewable in Empower once they are posted.
2	The supervisor can access and review applicants. A. Access Empower. B. Click the ellipsis in the upper, right-hand corner and select “Recruit” and then “Review Applicants.” C. All open positions assigned to the hiring manager will be posted. D. Highlight the position you wish to review, then click the “Applicants” header to review applications.
3	Notify the assigned recruiter if you wish to interview or disposition any of the candidates.
4	The recruiter will set up interviews with the hiring manager.
5	The “Interview Checklist and Interview Candidate Evaluation” must be completed for each interview. Forms are retained for all candidates (those selected and those not) for 3 years. They may be sent for off-site storage using record class code HRE100.

6. RELATED DOCUMENTS

Interview Checklist and Interview Candidate Evaluation (AG.F307)
 East Hiring Request Lab Operations for Position Management (AG.F554)

7. REFERENCES

NA

8. REVISION HISTORY

Version	Date	Reason for Revision	Revised By	Approved By
0	9/29/16	Update owner Header: add other sites	L Barrett	R SanLuis
1	10/14/20	Updated owner Header: changed WAH to WOMC Section 5: reformatted and updated to reflect East region process; added retention of interview form Section 6: added request worksheet Section 9: added example of hiring request	S Codina	R SanLuis

9. ADDENDA AND APPENDICES

A: Example of Completed East Hiring Request Lab Operations for Position Management

Addendum A

Example of Completed East Hiring Request Lab Operations for Position Management

My area will be at/or below plan of record # (yes or no)	Lab Operations Leader (Alice/Becky/Jenny/Amy/Bill)	Manager/Hiring Supervisor	Position Name/Grade	Function	Job Code	Work Location	Employee Span - # of ees supervised (if Supervisor, Mgr, etc.)	Risk Not to Fill
Yes - PLS Contract	Jenny Dhall	Stephanie Codina	Field Ops Rep I	Operations	306044	MD_N7T - AHC White Oak	NA	AHC Contracted
Yes - PLS Contract	Jenny Dhall	Derrick Wallace	Field Ops Rep I	Operations	306044	MD_N7T - AHC White Oak	NA	AHC Contracted

Add to Head Count? (not in run rate past month)	If not Add - Name of Person Who Left	Position Management # of Employee who left	Why Open?	Regular/ Agency Temp/ Quest Temp	Temp Only duration	Hours	Notes/Comments
No	Mary Smith	104894	Employee reduced hours from 24/week to 8/week due to conflicts with primary job	Regular		16	
No	John Brown	145598	Employee transferred to Shady Grove	Regular		8	

Interview Checklist

Candidate Name:	Date:
Interviewer Name:	Position:

1. Welcome the candidate (ask for resume)
2. Introduce yourself and any others that may be present – name and position
3. Explain the agenda for the interview
Interview Questions – Looking for the situation, action taken, and the result
4. Explain that notes will be taken, so do not be distracted by the writing
Briefly tell candidate about the job/company
5. Ask the candidate to tell you a little about themselves

Scoring

Candidate evaluation forms are to be completed by the interviewer to rank the candidates overall qualifications for the position to which they have applied. Under each heading the interviewer should give the candidate a numerical rating and write specific job related comments in the space provided. The numerical rating system is based on the following.

5 - Exceptional 4 - Above Average 3 - Average 2 - Satisfactory 1 - Unsatisfactory

Review of Prior Experience	
Rating: 1 2 3 4 5	

Review Education/ Training/Certification	
Rating: 1 2 3 4 5	

Why are you applying for this position?	
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- Germantown Emergency Center
- Shady Grove Medical Center
- White Oak Medical Center

What is your schedule preference?

- Full-time Part-time On-call/PRN
- Days Evenings Nights Can work weekends

<p>What do you think is the greatest quality you will bring to our Company?</p>	
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<p>What is your greatest weakness? What have you done to try to improve on this quality?</p>	
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<p>What would your recent supervisor say makes you most valuable to him/her?</p>	
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<p>What is your definition of customer service? Give me a specific example of how you handled a difficult customer service situation.</p>	
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<p>What is the toughest challenge you've ever faced?</p>	
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<p>Tell me about a time when you were part of a really good team.</p>	
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<p>Tell me about a time when you made an error or mistake at work.</p>	
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Have you ever volunteered for a special project or team?	
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Items to review with candidate	Reviewed
QD contract Lab with Adventist Healthcare	
Three lab system, scheduling may include rotation to other sites	
Discuss the on call requirements of the position	
Job duties	
Work hours/schedule & training schedule (shift differentials when applicable)	
Can't transfer from position for 9 months	
Attendance policy / lateness	
Dress policy (no jeans, shorts or open-toed shoes in lab, fingernails, tattoos, jewelry)	
Adhere to both QD and hospital requirements / policies	
Review background check process including drug screen/nicotine requirement and occupational health testing	

1. Thank Candidate
2. Advise of the Next Step – (We are still interviewing candidates, you will be contacted by our ES representative informing you of our decision.)

Notes:

Interview Candidate Evaluation

Verbal Communication - How were the candidate's communication skills during the interview (i.e. body language, answers to questions)?

Rating: 1 2 3 4 5

Comments:

Candidate Enthusiasm - How much interest did the candidate show in the position and the company?

Rating: 1 2 3 4 5

Comments:

Teambuilding/Interpersonal Skills - Did the candidate demonstrate, through their answers, good teambuilding/interpersonal skills?

Rating: 1 2 3 4 5

Comments:

Initiative - Did the candidate demonstrate, through their answers, a high degree of initiative?

Rating: 1 2 3 4 5

Comments:

Personal Appearance - Did the candidate display a personal appearance that aligns with the Adventist standards?

Rating: 1 2 3 4 5

Comments:

Customer Service - Did the candidate demonstrate, through their answers, a high level of customer service skills/abilities?

Rating: 1 2 3 4 5

Comments:

Overall Impression and Recommendation - Final comments and recommendations for proceeding with the candidate

Rating: 1 2 3 4 5

Comments: