



Staff Recruitment and Retention Community of Practice #3

Hiring the Right Fit

Presented by MayaTech

In conjunction with

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Ann Hogan Consulting. LLC

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*"Great vision without great
people is irrelevant."*

~Jim Collins

The Hiring Process

- No Discrimination
- Needs and Wants
- Candidate Sourcing
- Interview Process
- Selection Process

No Discrimination

- Employment Laws
- Make sure your processes align with the Employment Laws
- All interviewers are aware of laws and policies
- Never assume that interviewers know what to ask or how to ask questions
- Have a interview guide available

Employment Laws

- Title VII of the Civil Rights Act of 1964
 - Race
 - Color
 - Religion
 - National Origin
 - Sex

- The Pregnancy Discrimination Act of 1978

Employment Laws (cont)

- The Age Discrimination Act of 1967
- Title 1 of the Americans with Disabilities Act of 1990
- The Genetic Information Non Discrimination Act of 2008
- Lilly Ledbetter Fair Pay Act
- Family Medical Leave Act
- State and/or Local Laws – these may take precedence over Federal Laws

What does the position require?

- Education
- Decision Making
- Roles
- Abilities
- Knowledge
- Skills
- Physical Demands

What do you want and need?

- Friendly
- Outgoing
- Detailed
- Problem Solver
- Analytic

Candidate Sourcing

- Network
- Online Presence
- Career Fairs
- Events
- Current and Alumni Employees
- Websites
- Community Members

Candidate Sourcing – Social Media

- Facebook
- Google Plus
- Twitter
- LinkedIn



Active verses Passive Recruitment

- Active Recruiting: People actively seeking out a new position or organization
 - They account for 25% of the workforce
- Passive Recruiting: People not actively seeking a new position or organization but may be willing to “explore” a new opportunity – “if the right opportunity comes along” theory
 - They account for 75% of the workforce and it is higher for physicians

Sample Facebook ad



Search  

   

 Like  Comment  Share

 **Jon Drogheo**
42 mins • Social Distribution • 

High quality **#MedicalAssistants**; looking for a rewarding and positive culture to achieve your career goals. Join one of Denver's Top Work Places for 2016 and enrich your career with this new opportunity.

   

Job Opening: We're looking for a Medical Assistant in US-CO-Lakewood
social.icims.com

 Like  Comment  Share

Look Inside - Current Staff

- Everyone looks outside to recruit
- You have recruiters in place currently – many of them
- Bonus for recruiting
- People like to work with individuals they already know and trust
- Staff testimonials

Interview Process

- Know what the duties are that are required
- What is the personality required
- Plan the interview – Phone and onsite
- Structure interview to address those duties

Interview Process (cont.)

- Behavioral interviewing
- Take notes
- Be fair and consistent
- Be informal

Interview Style

- Structure the interview yet with a creative flair
- Team Interviews
- Welcome the candidate
- Tour the clinic

Interview Interactions

- Let them interact with people as they tour
- Let them ask questions
- Ask them what they know about the organization
- Ask them what they would contribute to the organization

Application Process

- Online advertising
- Importance of word of mouth
- What does it “look like” when someone completes an application to your organization? Is it easy or painful?
- Are you mobile ready?
- What does it “look like” once they join the organization?

Post Interview

- Follow up with every applicant
- Be timely
- Communication is a must



Selection Process

- How is the selection going to be determined
- Rate each applicant based upon the same criteria
- Conduct second interviews or screen initially by phone if needed
- Be timely and get back to everyone
- Personality vs. technical skills

Contact Information

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WE NEED YOU!

Participate as Health Center co-presenter.

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Thank you for participating in this Webinar.

We hope that you are able to find the information provided useful as you continue your P4C project. We ask that you take a few moments to complete the feedback survey you will receive when you close out of this webinar.

If you have any additional questions, please email us:

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