

# RECRUITMENT STEPLADDER

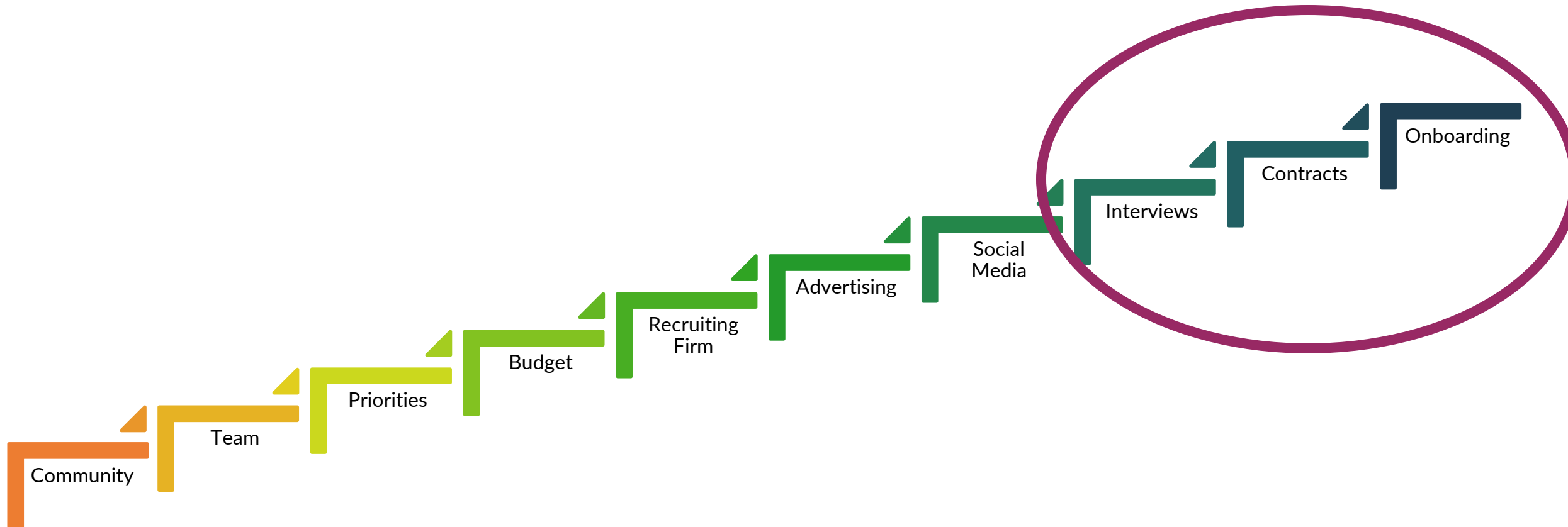
## Key Areas



**ACU**  
ASSOCIATION OF CLINICIANS  
FOR THE UNDERSERVED



**STAR<sup>2</sup>CENTER**  
SOLUTIONS TRAINING AND ASSISTANCE  
FOR RECRUITMENT & RETENTION





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# RECRUITMENT: PHONE SCREENING INTERVIEWS

# RECRUITMENT INTERVIEWS

## Screening Process



## Track your results

- Use the Excel doc, “Candidate Tracking Sheet” – a tool for tracking applicants through the recruitment process

## Get in touch

- Once you receive the CV or résumé of a candidate you are interested in, contact them as soon as possible!
- Don’t let the good ones get away



# RECRUITMENT INTERVIEWS

## Screening Process – Phone Interview



### Prepare content ahead of time

- Overview of the health center
- Questions for the candidate
- Next steps

### During the phone interview

- Describe the health center
- Outline the position
- Ask your predetermined set of questions
- Allow time for the candidate to ask questions
- LISTEN!

### Finishing the interview

- What can the candidate expect next?
- Thank you!



# RECRUITMENT INTERVIEWS

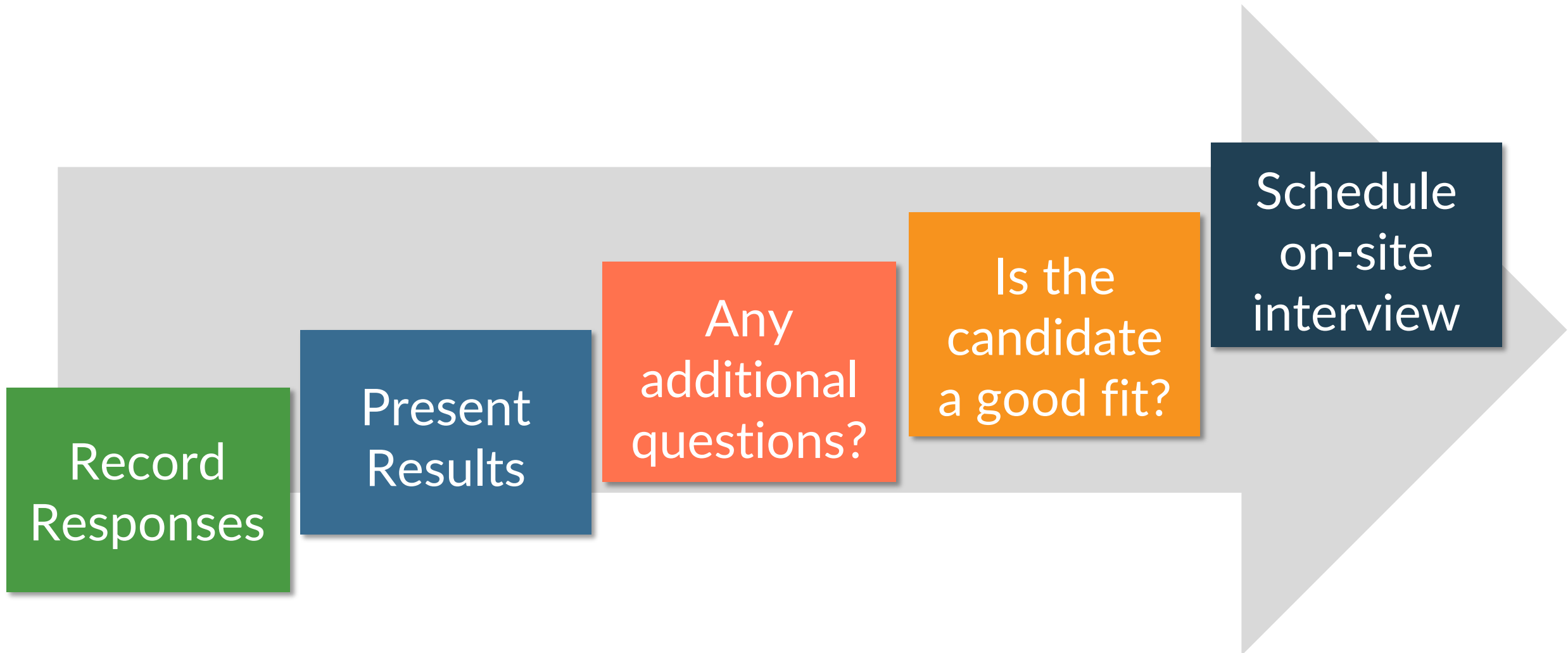
After the Phone Interview



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# RECRUITMENT INTERVIEWS

## Be Intentional About JEDI



## JEDI Questions to for an Interview

- How has your background and experience prepared you to be effective in an environment that holds diversity, equity, and inclusion as core to our mission and values?
- Can you recall a time when a person's cultural background affected your approach to a work situation?
- What have you done to further your knowledge/understanding about justice, diversity, equity, and inclusion? How have you demonstrated your learning?

Source: [Duke University School of Medicine](#)





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# RECRUITMENT: ONSITE INTERVIEW / SITE VISIT

# RECRUITMENT INTERVIEWS

Onsite Interview/Site Visit



## Plan ahead

- Logistics
- Visit
- Partner Itinerary
- Joint Itinerary



# RECRUITMENT INTERVIEWS

## Virtual Onsite Interview/Site Visit



## Considerations for COVID & Beyond

- If you're doing a virtual "onsite" interview, think of it in the same way you would an in-person one
  - Bring in different people,
  - Go on a virtual tour of your health center
  - Think about how to be welcoming to your candidate's family in a virtual setting
  - Get creative!

# RECRUITMENT INTERVIEWS

## Site Visit Interview – Plan Ahead

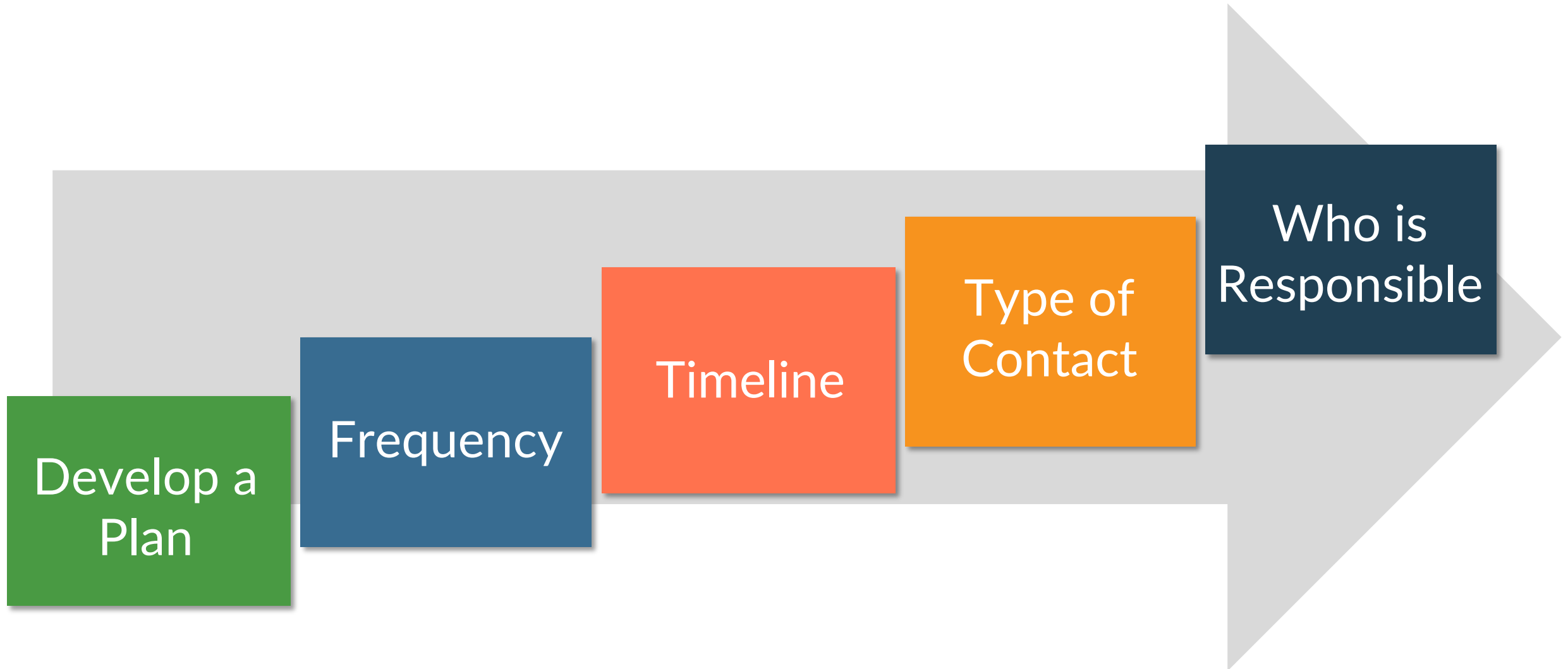


Utilize the Visit Details Worksheet, Table 19 of the CWP Template

Item	Details	Responsible or Lead Person	Date Finalized
<b>Arrange Logistics 2-3 days</b>			
Travel – flights, ground transportation			
Reserve hotel			
Gift Baskets – if children are coming, include age appropriate toys			
If children attend: Babysitting service			
Create & distribute itinerary			
Provide directions & maps			
<b>Visit</b>			
Pick up at Airport			
Provider Itinerary			
Breakfast with Staff (support staff included)			
Tour of Site(s)			
Visit Hospital/Hospital Administration			
Meet with Providers, Provider Team			
Meeting with CEO			
Review of Contract/Benefits/etc.			
Lunch/meeting with CMO			
<b>Partner Itinerary</b>			
Schools			
Child Care Providers			
Banks			
Realtors			
Lunch with community member(s)			
Local recreational facilities & sights			
Meetings with Potential Partner Employers			
<b>Joint Itinerary</b>			
Dinner with key providers, administration and partners/spouses			
Attend cultural performances			

# RECRUITMENT INTERVIEWS

Following Up with the Candidate



Develop a  
Plan

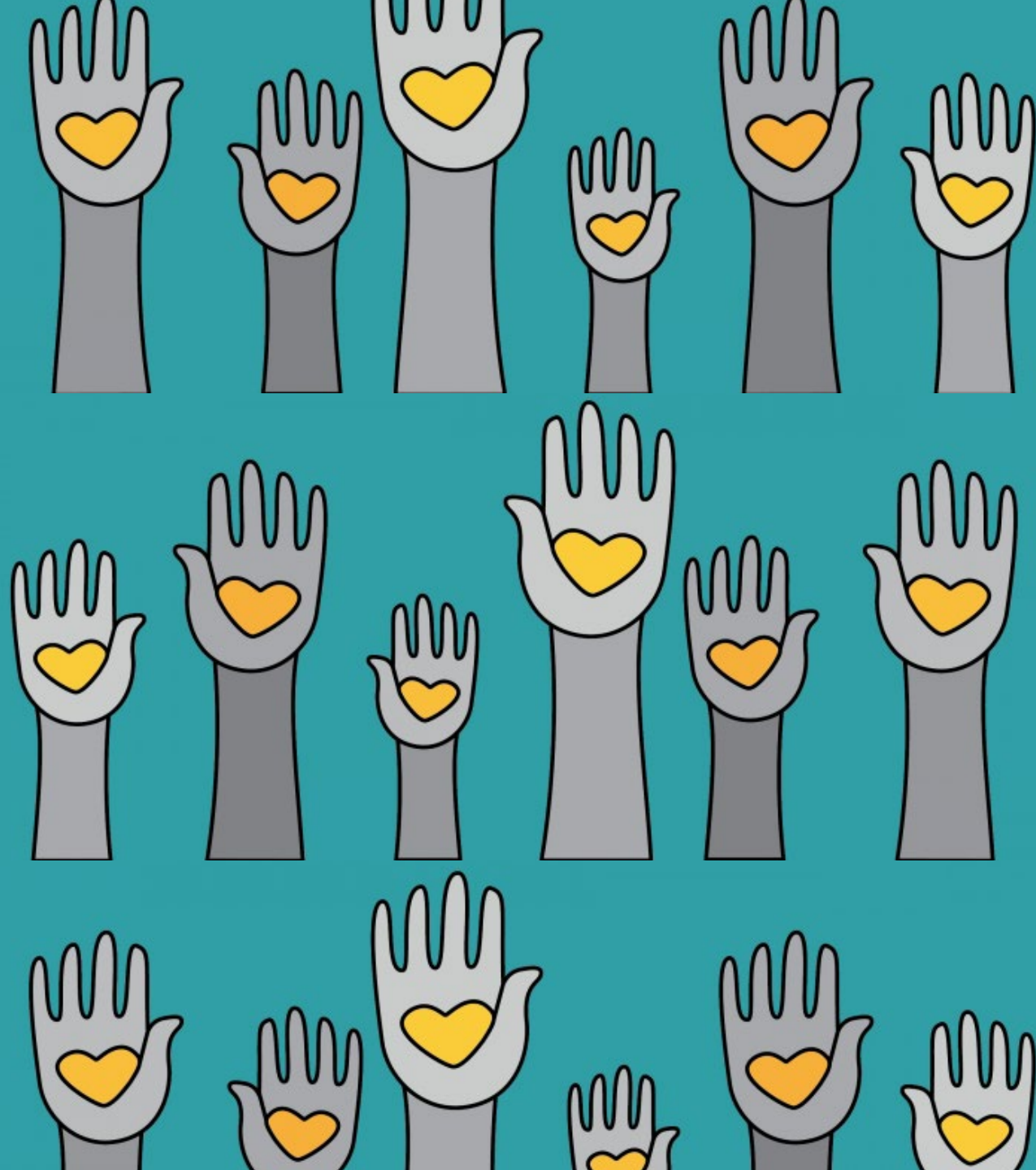
Frequency

Timeline

Type of  
Contact

Who is  
Responsible

Share a unique  
aspect about  
your onsite  
interview  
process/site  
visit.





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# RECRUITMENT: CONTRACTS

# PROVIDER CONTRACTS



## Work Expectations

- Clinical Hours, Administrative Hours, and On-Call Hours
- Behavior
- Office Sites and Location
- Call Schedule

Compensation & Benefits  
Professional Development  
Expenses  
Moving Allowances  
Termination Clause





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# RECRUITMENT: ONBOARDING

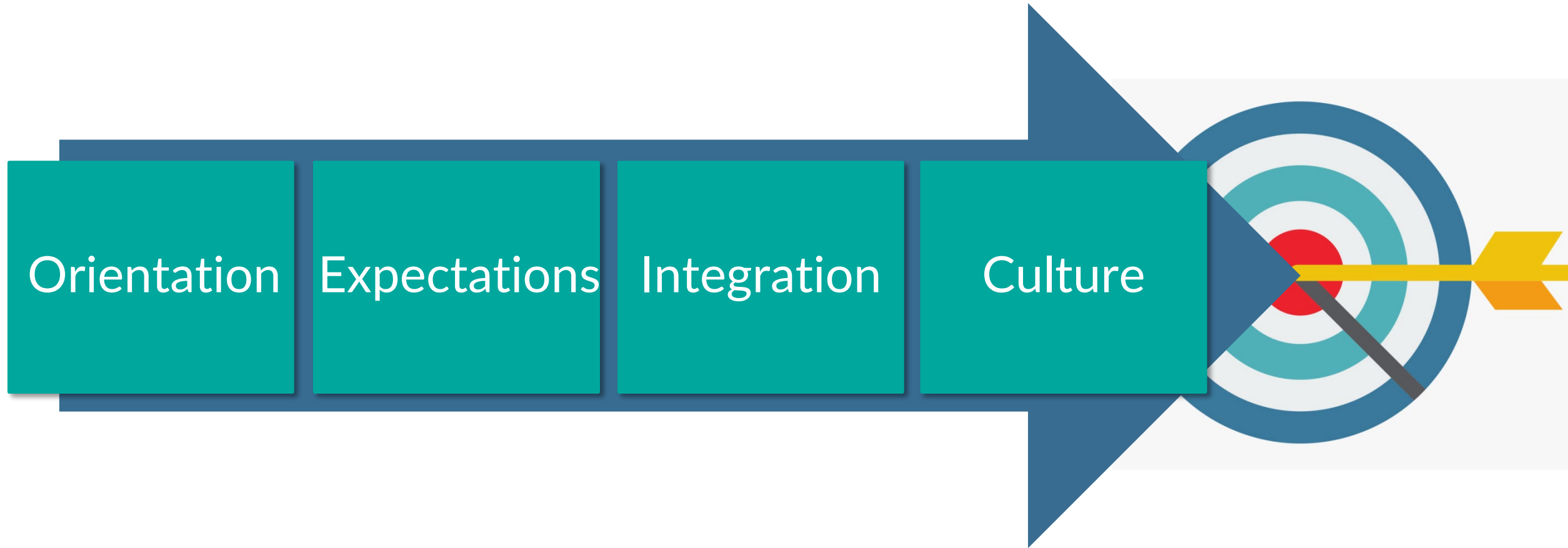
ORIENTATION



ONBOARDING



# WHATS INVOLVED IN ONBOARDING?

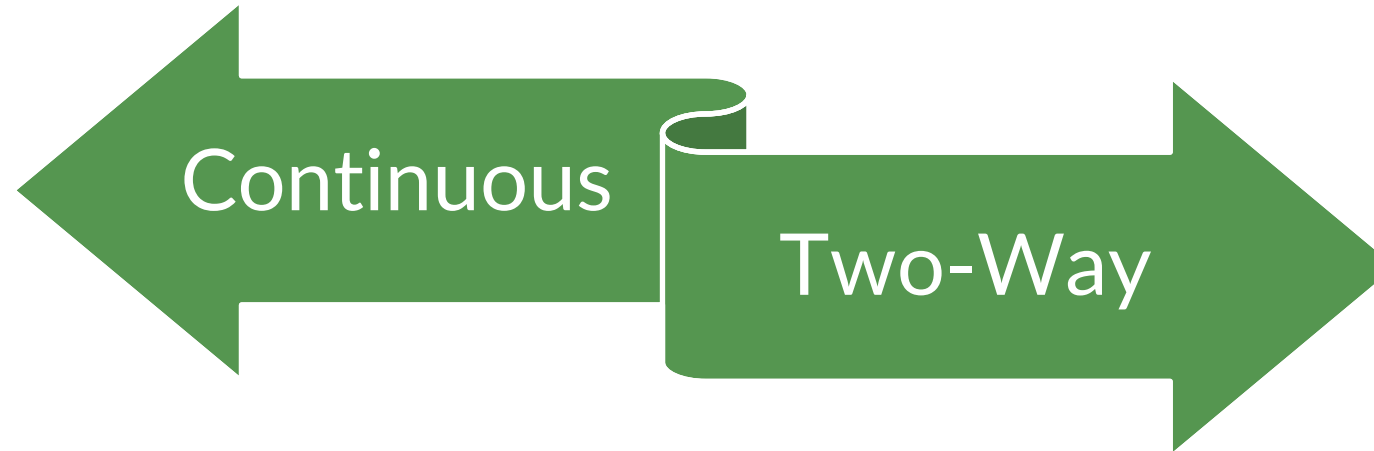


The background of the slide features a large, blurred crowd of people. In the center of the crowd, two individuals are highlighted in a bright orange color, standing out from the rest of the grey-toned figures. A horizontal dashed white line runs across the middle of the image, passing through the two orange figures.

# The Goal Is **NOT** Assimilation

It is crucial to understand your organizational culture,  
BUT finding the “right fit” is about inclusion,  
contribution, and positive evolution/change

# COMMUNICATION, COMMUNICATION, COMMUNICATION!



Continuous, two-way communication may include:

- Listening sessions
- Stay interviews
- Formal or informal recognition

# WHY ONBOARDING?



Integrates the new employee into the organization

Sets clear expectations

Productivity occurs more quickly

Reduces turnover!



# Onboarding

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## Group Discussion

- In what ways does your current onboarding program excel?
- How can you improve your onboarding program?