

Answers to common questions about HR for Leaders

Here is a list of questions our leaders frequently ask. If you have a question that is not answered here, please contact your HR Analyst.

RECRUITMENT

Q: An applicant has come to me with a resume seeking employment. What do I do?

A: PHC external recruitment is “paperless.” We no longer accept paper resumes (walk-ins, fax, email, mail etc). All external applications need to come through the external website. Please refer/encourage the applicant to apply online. There doesn’t need to be a posting on the website for the applicant to do so, he/she can create a general profile. If you are interested in pursuing this applicant, please provide the name to your Recruitment Advisor and your Advisor can attach the applicant to your posting.

Q: What is the difference between internal and external recruitment?

Internal Recruitment means assessing and qualifying only existing staff for vacancies. Internal vacancies are posted as per the collective agreement requirements. Your HR Analyst will review all internal applications for your postings and “qualify” the applicants based on job description requirements. You may interview internal qualified applicants using the SPS tool (see question 5), and you may complete an internal reference with the employee’s consent.

External Recruitment applies to all positions that are not filled by the internal recruitment process, and all casual and non-contract positions. Vacancies are posted on the PHC external career page to collect applications and you may advertise as appropriate. Your Recruitment Advisor will screen all applications for you and recommend applicants for you to interview. You can use a regular interview tool when you are interviewing candidates. It is mandatory to reference check your candidate before you hire. Please refer to the PHC Reference Checking Policy and Procedure.

Q: I have an internal posting in HR Connect and I would like to interview my top candidates. Can I do this and what is the process?

A: You may interview using the Selection Plan Spreadsheet tool (SPS). Please let your Recruitment Advisor know right away if there is not already an existing SPS on file for the position you are interviewing for. Your Recruitment Advisor can prepare this for you.

Q: I need to post a position, what do I do?

A: Please refer to the HR Connect Training Manual located in HR Connect under the “Contacts/Help” Tab. Or contact your HR Analyst for more information.

Q: I would like to create a new position. How do I do this?

A: Please refer to the Posting Approval Process and Guideline/Outline which you can obtain from your HR Analyst. If you have further questions, please contact your HR Analyst.

Q: My internal posting has closed and there are no qualified applicants/all applicants have declined what do I do?

A: Please contact your HR Analyst and Recruitment Advisor to discuss the next steps.

Q: I'd like to advertise a vacancy/position that I am recruiting for. How can I do this?

A: Please contact your Recruitment Advisor to discuss your advertisement needs and costs.

Q: I am really excited to hire a candidate who excelled in the interview. Can I offer him/her the job?

A: You may not offer a position to any external candidates until reference checks have been completed and are positive. Your Recruitment Advisor will check references> Please obtain names from the candidate and forward to your Advisor. You may contact your Recruitment Advisor for more information about reference checks or refer to the PHC Reference Checking Policy and Procedures:

http://phcconnect/hr/recruitment/_docs/reference_checking/binary_108954.pdf

Q: I have been asked to complete a reference check for one of my former employees. Can I complete the reference?

A: Please contact your HR Analyst and forward the reference request to him/her. Your Analyst will work with you to complete the reference.

DISPLACEMENTS

Q: What is the displacement process? How do I find out more information about displacements?

A: Please refer to the online Displacement and Bumping Brochure http://phcconnect/hr/labour_relations/displacement/page_90437.htm or contact your HR Analyst for more information.

HR CONNECT

Q: HR Connect – what forms do I use?

A: Please refer to the HR Connect Training Manual; this is located in HR Connect under the “Contacts/Help” Tab. Or contact your HR Analyst for more information.

Q: I am having difficulty with HR Connect, I need help, who do I contact?

A: Please contact your HR Analyst

TRANSACTIONS/RECORDS AND STATUS CHANGES

Q: How do I bring people back from leave? What's the process?

Please contact the Records and Benefits department. Refer to the link:

http://phconnect/hr/benefits/benefits_contact/page_92782.htm

Q: How do I end a temporary position? Who do I notify?

Please contact the Records and Benefits department. Refer to the link:

http://phconnect/hr/benefits/benefits_contact/page_92782.htm

Q: I need to change the start date of a new hire or internal transfer. What do I do?

A: If the transaction is still pending in HR Connect, this means that it hasn't been processed yet so please notify your HR Analyst right away and they will make the change. If the transaction is no longer sitting in HR Connect, this means that it has been processed already and please notify Records and Benefits and your HR Analyst.

Q: I would like to make changes to the qualification requirements of a job in my department. How do I do this?

A: Please contact your Compensation and Classification Consultant to revise the Job Description.

Q: It looks like there may be an error in my or one of my staff members employment status, position number, salary, job title and/or seniority. Who do I notify?

Please contact the Records and Benefits department. Refer to the link:

http://phconnect/hr/benefits/benefits_contact/page_92782.htm

BENEFITS

Q: If I, or one of my staff, have a question about benefits, who should I contact?

Please contact the Records and Benefits department:

http://phconnect/hr/benefits/benefits_contact/page_92782.htm