RUNNING HEAD: TASK

 Recruitment

[Name of the Writer]

[Name of the Institution]

 Recruitment

***Shortlisting of Best Applicants***

It is important for the recruiter to follow shortlisting criteria to get the best applicants for the organisation. Successful consideration of the initial steps of recruitments helps to meet appropriate steps for further perspectives. Consideration of proper checklist for the selection of applicants makes it easy for the recruiter to select according to the requirements of the organisation. The approach of assessing applicants concerning to criteria checklist is also utilized by the practice manager to select most suitable applicants for the job position of practice receptionist. Adoption of checklist recruiting domain makes it easy for the practice manager to select the top three best applicants from the six for the job advertisement. Systematic steps of recruitment procedure make it easy to figure out the competencies of each applicant and refer the most suitable candidate according to the need of the organisation. Documentation of all the phases of shortlisting is assistive to make the overall procedure of candidate selection unbiased for every stakeholder.

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| **Checklist Criteria to Select Suitable Applicants** |
| **Define Shortlisting Criteria*** Education
* Experience
* Skills & Knowledge
* Personality Traits
* Abilities
 | **Creation of Shortlisting Scorecard*** Enlist all elements of criteria for each candidate
* Adoption of average recruitment conversion rates
 | **Proper Screening and Evaluation of Resumes*** Manual screening of resumes
* Utilsation of intelligent shortlisting
* Intelligent shortlisting (AI) helps to manage big data appears during the recruitment procedure
 | **Consideration of Initial Outcomes*** Adopt the option of automated screening of all the applicants
* Initial outcomes are immensely crucial
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***Staff Roles***

A panel interview is an excellent idea for hiring a practice receptionist. It is notable to mention that the interview panel helps in determining the stress level of a candidate when answering a session of rapid-fire questioning, and how they communicate and build rapport. For the selection a better receptionist, it is crucial to add direct managers or team, potential peers, and an executive recruiter in an interview panel to identify any red flags or potential risk factors in the candidate. Director Manager can help in determining the work style and experience of the candidate. An executive recruiter offers extraordinary market intelligence and objectivity. Potential peer helps in determining the personality and work style alignment of a candidate. Assembling a good team is key to the successful selection process. All the three staff position appears in the forms of direct manager, potential peers, and executive recruiter are essential to make better inferences about the overall potential of all the applicants.

***List of Questions***

* Why you are interested in the particular job position of practice receptionist?
* Do you have field experience as the practice receptionist?
* What are your key goals for the position of practice receptionist?
* What are the strengths and weaknesses you perceive important for the medical receptionist?
* What are the specific methods you will adapt to facilitate patients and all the visitors?
* Why do you consider that you can play a good role as a practice receptionist?
* What is the major mode of motivation that can be useful for you to meet the objectives of the job position of practice receptionist?
* What are your key competencies and skills and how you would utilize them as a receptionist?

All these potential questions were reviewed by the main stakeholders of the practice owner and senior management of the organisation. Their consultation is immensely effective to construct all the questions in the most suitable manner. The entity of practice owner provides his feedback about the need for asking relevant skills and competencies from the applicants. This particular question is further added to the interview.

***Difference between Structured and Unstructured Interviews***

Structured interview questions are different from unstructured questions because they are characterized as present questions. These structured questions are asked by all the participants to get the necessary knowledge related to the need for the job position. Unstructured questions are identified as the questions which are not previously crafted and asking from the applicant according to the current conditions prevails during the interview. The option of unstructured question interviews is adopted by the interviewers to ensure better and in-depth domain of the interview. Both open and close-ended questions have both forms of some advantages and disadvantages. The major advantage of the close-ended questions is that it is easy for the respondents to answer the question. The drawback of this method is that it makes difficult for the interviewer to make inferences about the potential facets related to a specific concern. The major advantage of the open-ended question is that it gives a chance to the interviewer and interviewee to expand their horizon whereas the main disadvantage is that it is time-consuming practice.

***Deviation from Agreed Interview procedures***

It is essential for the recruiter to understand that there are high chances of deviations during the entire process of hiring. There is a need to show vigilance to avoid any form of irregularities when it comes to select one suitable candidate from the list of applicants. Intuition and effective heuristic are two prominent examples of the issue of biases in case of selecting a suitable applicant for the job. It is revealed that most applicants are assessed based on the intuition which has higher chances of occurrence of bias outcomes. Secondly, the decision regarding selection is made considering different superficial forms of assessment such as the features of gender, race, etc. There is a need for adopting systematic measures to avoid complications of this form of biases during the process of recruitment. Development of structured criteria is useful to step to ensure unbiased outcomes in the end. Proper accountability at each stage of the entire process also helps to determine the desired form of recruitment.

***The script for a Telephone Conversation***

After the shortlisting of the potential applicants for the advertised job position, the next step is to intimate three shortlisted applicants for the interview. It is the task for the department of the recruitment working in the organisation to timely communicate all the three potential shortlisted applicants for the interviews.

 It is effectively conveyed to all the three applicants through telephone calls. The department of recruitment contact with them and intimate them about their selection for the next step of recruitment which is comprised of a panel interview. It is intimated with the specific words that the initial screening of the resumes of applicant A, B, and C shows impressive results, so these applicants are referring for the interview for the job designation of practice receptionist. Time and venue for interviews are also clearly explained to the applicants and attain their approval for the upcoming interviews. The prior and timely conversation about the schedule of the interview makes it easy to plan the activity of interview for all the three applicants.

***Schedule for Interviews***

There is a need for developing a proper schedule for interviews timely to ensure effective procedure considering all stages of recruitment. Comprehensive scheduling for interviews makes it easy for all the concerned individuals to understand all the potential facets relevant to the main idea of hiring a new worker in the organisation for the job position of practice receptionist. The idea of scheduling is also helpful to make inference about the estimated budget for the entire procedure of recruitment. Prior decisions about the venue, dates, and time are essential to effective utilsation of all the available resources of the organisation.

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| Date for Interviews | Time for Interviews | Venue | Required Resources |
| May 02, 2019 | 9:30 A.M to 10: 00 A.M | The main office of the recruitment department.  | Human, financial, physical resources are required |
| May 02, 2019 | 10:15 A.M to 10: 45 A.M | The main office of the recruitment department. | Appropriate budgetary features, comfortable chairs, table, stationery items.  |
| May 02, 2019 | 11:00 A.M to 11:15 A.M | Main office of recruitment department. | Ensure proper lighting and ventilation in the room. |

***Hypothetical Interview Notes***

 It is one of the central responsibilities of the practice manager to craft necessary notes about the detailed potential working domain of all the shortlisted applicants. This form of consideration eventually helps to select the most suitable applicant for the job position of practice receptionist. Taking notes for the important aspects of all the applicants assist to choose the most suitable one according to the need and feasibility of the organisation. Construction of essential notes after the interview helps all the shareholders to discuss different aspects relevant to each applicant. The notes of each applicant are crafted in the following form:

Applicant A

 Applicant A is the one good potential option to consider for the job position of practice receptionist. The advantages related to his job position is that he has the necessary job experience particularly relevant to the field of healthcare. He showed impressive impression during the interview as he gave a response to all questions confidently.

Applicant B

 Applicant B is a good option considering the particular skill of communication. She showed a great form of communication that is one necessary domain of concern for the job position of practice receptionist. The major concern appears in the case of applicant B is that she is not willing to meet the standard of a full-time job.

Applicant C

 Applicant c is another competent individual who has a great option to select for the job designation of practice receptionist. Her qualification and experience are completely aligned with the job requirements set by the recruitment department of the organisation. the problem involves the whole scenario is that he is a disabled individual who requires the facility of the wheelchair. The management of the organisation needs to consider the existing working domain to form the decision in this manner.

 All these notes are presented to the practice owner and higher management to transmit the necessary information about the entire form. Considering the entire situation, applicant A is recommended to select for the job position of practice manager.

***An Email to Contact Referees***

Date

Name of Contact Referees

Address

Dear XYZ

I writing this email to pay your attention to the important matter of hiring of a new employee for the job position of practice receptionist. Your judgment concerning all the potential aspects is immensely important to meet the entire standard of the recruitment process. I want to explore your point of view for the applicant XYZ as the strong candidate for the job position which is advertised. There is a need for assurance of important questions closely related to the advertised position. There is a need for proper consideration of key aspects relevant to the idea of the hiring new worker for the organisation. The particular applicant XYZ is a good option when it comes to the proper consideration of the paradigms of equity and diversity. He qualification and experience are completely aligned with the organisational needs concerning the job position of medical receptionist. I am looking forward to your valuable matter on this particular issue.

Regards,

XYZ

Practice Manager

***Letter of Engagement***

Date

Name of Successful Applicant: XYZ

Address

Dear XYZ

I am writing this letter of engagement to intimate you that our organisation is pleased to appoint you the new practice receptionist of Flashdale practice organisation beginning June 07, 2019.

I want to assist the necessary form of commencement and position at the initial stage to avoid any ambiguity for the future. The employee’s employment is subject to the necessary satisfactory domain for a particular practice. If there will be an exploration of any unsatisfactory reference than an organisation have the right to dismiss employee’s employment. Your employment in an organisation will commence on June 07, 2019. It is important to mention that you are employed for the designation of practice receptionist.

It is crucial to clearly indicate you about the particular job roles and tasks associated with the job position of receptionist for the organisation. The main job tasks involved with this job position is to provide necessary facilitation and guidance to the patients and other visitors. As the receptionist, it will be your responsibility to clear any ambiguity for the visitors and ensure their appointment. Proper collaboration with all the team members is also an essential task for the receptionist to ensure proper healthcare facilities for the patients. As the receptionist, you should be responsive and punctual to effectively deal with any situation of hazard. The announcement of the salary details in the first place is also important to avoid any complication for the future. You will be hired with the salary package of AU$ 21.94 per hour and other necessary incentives concerning to this job position. As the employee, you will have higher chances of different bonuses and increment in the future.

You need to work 8 hours per day for the job position of practice receptionist. Lastly, it is important to inform you about the probationary period and notice. The first six months of the job shall be supposed to be a probationary period of job. Confirmation of the job should be based on an assessment of your performance during the period of probation.

Regards

XYZ

Practice Manager

 ***An Email to Unsuccessful Applicants***

Date

Applicant’s Name: XYZ

Address

Dear XYZ,

I am writing this email to appreciate that you took your valuable time to apply for the job position of practice receptionist with the Flashdale practice centre. The management of the organisation immensely regards the efforts you put during all the stages of the recruitment process. You are one of the most ambitious candidates who show necessary efforts at every stage of the recruitment process. We received job applications from many individuals but you selected as the potential applicant among three shortlisting candidates because of your educational and job experience level matched with the specific requirements of this job. You performed remarkably level during the first screening process and select for the final interview.

After the adoption of a tough selection process during the interview phase, the organisation selected the best applicant among all the shortlisted candidates. This decision was made considering the potential skills and competencies of the selected candidate which are more aligned according to the actual expectations of the organisation’s management from the job position of practice receptionist.

After reviewing the performance of all the applicants, we come up with the opinion that unfortunately, we will not be offering you an offer letter for this particular job. The management of the organisation highly appreciated your efforts and advise you to apply again in the future for a suitable job position. In the final remarks, we want to thank you for applying. Wish you all the best for future endeavours.

Regards,

XYZ

Practice Manager

***A Memo***

***MEMORANDUM***

To: Practice Owner and Practice Staff

From: The Practice Manager

Date

Subject: Intimation about the new hiring of practice receptionist

Dear Concerned Team Members,

 I am writing this memorandum to inform you all about the new hiring for the job position of practice receptionist. You all need to have proper alignment with the job position of practice receptionist to ensure effective and efficient healthcare services for all the patients. It is important for all of you to show the necessary commitment and cooperation with the new employee hire as the practice receptionist.

 The role of practice owner is immensely important for the entire process of team alignment considering the new worker in the healthcare team. It is one core responsibility of the practice owner to conduct different workshops and team meetings to make it easy for the new employee to get along with the overall objectives and goals set for the healthcare team. These practical measures can be fruitful for the new employee to consider himself as an important part of the team. Team meetings will also help him to recognize his job roles and responsibilities considering the overall approach of the teamwork.

 I also want to address the crucial role of all the team members concerning the perspective of the hiring of a new worker in the healthcare setting as the practice receptionist. It is the central duty of all the team members to build necessary cooperation with the new worker and help him to understand the actual nature of the work. Proper cooperation of all the staff workers is the only instrument to achieve desired outcomes of the provision of healthcare services for all patients. I highly encourage potential staff meetings and different working sessions to increase communication level between new and existing workforce. You all are welcome with the innovative ideas to make the organisational environment more effective.

Thank You,

XYZ

The Practice Manager

***Induction Checklist***

* A proper explanation of the business
* Identification of the structure of the organisation
* Introduce Key workforce of the organisation considering their job roles
* Explanation of overall employment conditions
* Explanation of the pay structure
* Consideration of the overall working environment.
* Provides details about the working environment.
* Consideration of specific job roles associated with the position of practice receptionist
* Clearly explain all the policies and procedures related to working prospect
* Explain the overall health and safety environment of the organisation
* All forms of risks involved in working
* Employee Assistance Program (EAP)
* Compensation Claims of Workers
* Explanation of work procedures
* Taxation or any other form of deductions
* Proper consideration of entire salary structure

Provision of the relevant documentation comprised of information about all the procedures and policies is crucial to provide all necessary information to the new worker. It is one of the basic rights of the new hired an employee is to get a complete understanding of the entire organisational functioning. There is a need for an explanation of an entire form of disciplinary process to avoid any complication in the future. Under the disciplinary contract between the employee and the organisation, the employee is obliged to effectively comply with all the policies and practices linked with the practice. The practice organisation has the right to amend terms or conditions according to the changing requirements for the organisation. There is a need for consensus between the new employee and the management of the organisation at the time of hiring about the necessary domains and critical operational paradigms set for the healthcare organisation. Proper documentation makes it easy for the new employer to understand all the terms relevant to the organisational operations. Exploration of all the practice policies also determines the actual working role of the new employee in the organisation.

***Legislative-Complaint Solutions***

It is important for the recruitment department to understand that different forms of complications involved in the entire process of recruitment. There are chances of different claims and difficulties that might hinder the overall approach of the selection of the appropriate candidate. Proper handling of different claims is only possible with the comprehensive understanding of different ethical and legislative features. It is essential for the practice manager to offer better solutions to different forms of legislative complains.

 The management of the organisation is a focus to offer better legislative-complaint solution concerning the features of equity and discrimination during the entire process of proper recruitment. The first legislative concern associated with the issue of the disable candidate who is suitable for the job position of practice receptionist but organisation never in a condition to provide services of wheelchair and toilet facilities. This particular person can never be considered as the viable applicant option for the organisation because inadequate facilities relevant to the disability of the applicant can be complex for both the entities. The management of the organisation is planning to offer better working services for the disabled individuals but right now the organisation is not in the position to offer a wheelchair to the particular disable applicant.

 The legislative requirement set by the practice organisation also never aligned with the applicant who comes up with the preference to work shorter days per week. The detailed description of the specific job position of practice receptionist demands full-time working which is not possible in case of this preferred applicant. Unfortunately, it is not possible for the practice organisation to provide any form of time relaxation for the job role of practice receptionist. It is a full-time job which demands higher determination and attention of the worker. It is clearly mentioned by the management of the organisation that it is a full-time job with the explanation of the job description of practice receptionist.

***Interview Questions***

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| ***Question*** | ***Candidate Response*** | ***Interviewer Comments*** | ***Rating (1-5)*** |
| Why did you apply for this job? | I have the experience to perform the duties associated with the specific job role of practice receptionist.  | Good answer but it can be expanded by indicating about other associated domains | 3 |
| What makes you think that you can play a better role as a practice receptionist? | I believe that my potential competencies and skills are useful for the job position of practice receptionist. I have good communication skills to figure out the concerns of visitors.  | Applicant provides a comprehensive answer | 4 |
| What are your key strengths and weaknesses relevant to the main idea of the job? | I have good communication skills. I am good at multitasking. The field where I bit lacking is the development of new initiatives.  | The Applicant has a clear understanding of his potentials which is excellent.  | 5 |
| What specific measures you will adapt to deal with different people? | I have good communication skills that help me to effectively handle different disruptive situations.  | Good answer. It can be further expanded.  | 4 |
| Why you interested to get the job for the position of practice receptionist? | I am interested in all the aspects related to the job position of medical receptionist. It will be good for my inner satisfaction to help patients as much as possible.  | Excellent response | 5 |