Liberty Healthcare Corporation and Affiliates (Liberty) Standard Operating Policies

Title:	**Hiring and Onboarding**	Effective Date:	**07/17/2014**
Author:	**Operations/HR**	Last Review Date:	**06/22/2021**
Location:	**All Locations**	Last Revision Date:	**10/28/2020**
Functional Area:	**Recruiting/Credentialing/Human Resources/Payroll**		

POLICY

Liberty Healthcare Corporation and its Affiliates (Liberty) follow a process involving many functional areas of the company to ensure that all employees are hired, and all subcontractors are contracted with, in a legal, fair, efficient and expeditous manner, while engaging and retaining the most qualified individuals. The process is outlined below.

DEFINITIONS

The *Hiring Manager* is the individual with primary responsibility for the hiring of a given job position or function. This individual determines whether a candidate is appropriately qualified for a job position. Depending on the type and size of a contract or program, the Hiring Manager could be the on-site Director, on-site Human Resources Manager, the designated Contract Manager (e.g., a corporate director), or an authorized corporate executive (e.g., CEO, COO, President).

The *Recruiter* is the person assigned to find candidates and fill job positions as guided or directed by a Hiring Manager. The Recruiter could be a corporate recruiter, the on-site Human Resources Manager, or an individual authorized by a corporate executive.

PROCEDURE

1) When a position becomes available, either due to the creation of a new position or the need for a replacement, an Open Requisition (Open Req) form is created by the Hiring Manager and signed by the Contract Manager or Director of Operations. The Open Req can be found in Employee Self Service under Frequently Used Forms.

2) The Open Req is sent to the Vice President of Recruiting who creates the opening in Hirebridge (Liberty's applicant tracking system) and, if needed, assigns a corporate recruiter to begin the recruitment process.

3) The recruiter pre-qualifies candidates for the Hiring Manager to select for interviews. Real time recruiting process and candidate statuses are available in Hirebridge and can be viewed by the Hiring Manager.

4) Candidates who successfully interview advance to referencing and competency evaluation. Referencing is conducted through an on-line referencing platform, SkillSurvey. When complete the candidate's SkillSurvey results are forwarded to the Hiring Manager for review and approval.

5) Concurrently the recruiter obtains application materials from the candidate and incorporates in the candidate's record in Hirebridge for the competency evaluation team to initiate the evaluation process.

6) Upon completion of the competency evaluation, the candidate's file is sent to the VP of HR for employment suitability review. If the candidate does not meet employment suitability, no further action is taken on the file. If the candidate is deemed suitable for hire, the VP of Performance completes the competency evaluation/risk review.

7) The VP of Performance (or designee) will determine if the candidate meets the job requirements outlined in the job description and will give the Hiring Manager and recruiter an approval for hire. If the candidate does not meet all the job requirements or if risk issues are identified with the candidate, the VP of Performance will alert the hiring manager and ask for an "ok to hire". This means that the Hiring Manager has been made aware of the deficiencies noted and will make the hiring decision weighing the facts presented. If the Hiring Manager does not wish to proceed with the

hire, the candidate will not move forward in the hiring process. If the Hiring Manager wishes to proceed, the candidate will move forward in the hiring process.

8) The VP of Performance may find significant deficits or risk issues with the candidate's file and if so, will notify the Hiring Manager of a denial for hiring. If the Hiring Manager still wishes to hire the candidate, they may request a denial override. The Hiring Manager will receive a denial form to complete and then send to the Director/Contract Manager, and if approved, emailed to the COO. Approvals by both are required for hire.

9) The Hiring Manager emails the recruiter to extend a formal job offer to the candidate with confirmation of the compensation rate, start date, and any other pertinent details. The recruiter extends a verbal offer to the candidate and, if accepted, requests an employment or subcontractor agreement using a "Request for Employment/Subcontractor Agreement" found in Frequently Used Forms. The request is emailed to agreements@libertyhealth.com

10) Any changes to the standard agreements requested by the candidate must be approved by both Operations and Legal.

11) At the request of the Recruiter, Legal sends the employment or subcontractor agreement directly to the candidate via DocuSign. The signed agreement is then countersigned by Liberty, then made available to the candidate (new hire) and Hiring Manager.

12) The recruiter emails a signed new hire Change of Status form to newhires@libertyhealth.com. At the same time, an autogenerated email from the HRIS system is received by the HR Department and the Payroll Department alerting them to the new hire. The HR Department and the Payroll Department activate the employee which enables the employee access to ESS and Workforce Management, the time and attendance system.

13) If a subcontractor is hired, the Senior Accountant will "hire" the subcontractor in the HRIS system and a timesheet will be generated in Workforce Management. Subcontractors do not have access to Employee Self Service. The HR Coordinator will send an e-mail to the subcontractor with paperwork for completion.

14) The Hiring Manager (or designee) must submit a "**New Employee/Staff Technology Provisioning**" ticket in Liberty's Zendesk system, identifying the initial technology requirements (e.g., email account, laptop, cell phone, Zoom account) required for the new team member. In addition, systems to which the new team member will require access should be identified – if known (e.g. program SharePoint site, HQ VPN, etc.). The desired email address – in particular first name for the new team member should be identified, especially if different from their legal name (e.g., Tom vs. Thomas, Bill vs. William). Contact information (email and phone number) for both the employee and hiring manager should be included to assist the Technology Solutions staff if questions arise. The mailing address to which equipment is to be shipped, as well as desired delivery date, must be included. From order to delivery of equipment is requires a **lead time of ten (10) business days**, although Technology Solutions will attempt to meet more aggressive timeframes when possible.

15) Hired Employees receive a welcome email from the corporate HR or the local HR Manager with log in instructions to Employee Self Service and electronic onboarding instructions.

Approved By: _____

Revision History

Version	Date	Author	Summary of Changes
#1	07/17/2014	Camille Tanner	Policy Created
#2	12/15/2020	Camille Tanner	Reviewed with the following changes: Renaming of policy to Hiring and Onboarding
#3	12/21/2020	Camille Tanner	Added paragraph 14 regarding technology requirements in Zendesk system.
#4	06/22/2021	Camille Tanner	Reviewed, no changes