


Category:	Human Resources Admin	INCA Community Services Procedures 
Sub Category:	Services/ New Employee	
Effective Date:	6/2018	
Revised Date:		
Forms:	Employment Application; Applicant Summary/Tracking Report; Initial Contact Form;	
Responsible: Human Resource Director, Program Directors, Designated Supervisors		

Applicant/Interview Policy

Purpose/Introduction

These applicant procedures are established to assist the staff at INCA Community Services, Inc. with tracking applications, hiring staff, and keeping a clear and concise record of those who have applied, interviewed, been denied or been hired for positions within the agency.

Applicant Procedures

- Only online applications submitted through INCA's website will be accepted.
- Applicants will be entered into the Applicant Summary/Tracking Report under specified tab by Human Resource director or appropriate program director.
- Human Resource Director will ensure the Applicant Summary/Tracking Report is updated.

Applicant Summary/Tracking Report

The following information will be entered into the Applicant Summary/Tracking Report upon the receipt of an application through the online web application system:

- Date of application
- Name of applicant
- Position Applied For
- Area (county)
- Telephone number

The responsible staff person will complete the following information:

- Initial Contact
- Notes
- Interview Set
- Interview notes

There is a tab for tracking Open Positions, Closed Applicants, and Hired Applicants.

Initial Contact

The initial contact is the first step in the the hiring process. The goal is to create a list of appropriate candidates, who will then continue on to an interview.

- Initial contact will be made by the Human Resource Director, Program Director, or specified individual to:

- Determine if the applicant has the;
 - Right education;
 - Experience and knowledge to do the job;
 - Salary expectations; and
 - See if the prospect's motivation and expectations for a particular job is realistic;
 - Coordinate with applicant the essential documentation needed before an interview can be scheduled.
- Initial contact may be conducted over the phone or in-person.

Initial Contact Guidelines

Initial Contact should follow these guidelines utilizing the Initial Screening Interview Sheet:

- Affirm the position the applicant has applied for;
- Location;
- Salary Range;
- Affirm interest in the position;
- Confirm qualifications and skills necessary;
- Inform the applicant of any documentation they will would need to supply and the timeframe needed.
- Job Specific questions (if applicable)

The date of the initial contact will be entered into the Applicant Summary/Tracking Report and any notes regarding the applicant.

Pre-Interview Documentation Needed

All information required by program for the open position must be gathered before an interview can be scheduled. Examples; College Transcripts, Certifications, Resumes, CDL Medical Cards.

Head Start/Early Head Start Staff Qualification and Competency Requirements

The Head Start Program Director reviews and insure that only candidates with the qualifications specified in Act 648A(a)(B)(i), ACT 648A(a)(B)(ii), Act 648A(a)(3)(B) and Performance Standards 1302.91 are hired. - See Head Start Staff Qualifications and Competency Requirements Policy

Screening of Applicants

- The HR director and/or the program director or designee will screen applications, educational documentation and resumes prior to scheduling interviews.
- After reviewing the data they will determine if the applicants meet the criteria of the job position they have applied for or any other position available within the program.
- HR Director/Program Director or designee will decide after initial contact to schedule a face-to-face interview or determine they have no further interest in the candidate.

INTERVIEW

Set up of Interview

- Those applicants who pass the initial screening, application and required tests (if applicable) are typically given an interview.
- At that time a phone call will be made to the applicant a date and time for an interview.

Interviewers

- Interviews are generally conducted by the HR Director and/or Program Director or designated management staff person.
 - JAMM - Operations Director, Supervisors
 - RAVE - Program Director
 - Head Start - (see Head Start Interview Policy)
 - RSVP - Program Director
 - Admin/CSBG - Executive Director or Designated Management Team Member
- Team interviews may be conducted as needed for some positions.

Conducting One-on-One Interview

- The designated interviewer will notify applicants of the date, time, and place they are to report for an interview.
- Interviewer/s Packet will include:
 - Candidates application, resume, and any other requested documents
 - Job Description
 - Interview Questions
 - Candidate Evaluation (included on Interview Questions)
- Interviewers will review the following before the interview:
 - job description and job qualifications.
 - Resume and/or Applications
- Interviewer/s will use the Agency's Interview Questions for the open position.
- Interviewer/s will assess the candidate and complete Candidate Evaluation Form.
- Interviewer/s will use the Applicant Summary Tracking Report to detail the process of the interviews. Designated interviewer's without access to the Applicant Summary Tracking Report will send emails to their program director in detail about the interview. Example: Date of Interview, No show, Not appropriate documentation.
- Interviewer/s Packet of all applicants not selected must be forward to the Human Resource Department for retention.

Interview Questions

- Interview questions shall be compiled for open position.
 - The questions should be reviewed by the Human Resource Director and/or the Executive Director prior to the interview.
 - Interview questions should be strictly adhered to.
- Interview process may include written tests, oral tests, performance test, physical agility tests, training and experience evaluations, any combinations of these, or others.

Approval of Candidate Selected for Position

- The interviewer will send Candidate Evaluation Form/s and a recommendation to the Program Director to make a conditional job offer to the candidate chosen. The electronic request will include the following:
 - Name
 - Job position/location
 - Recommended pay (based on experience and education)
 - Employee Classification/ Hours
 - Possible start date
 - Salary
 - Any special comments
- Upon the Program Director's approval the request will be forwarded on to the Executive Director with any additional comment and recommendations for approval.

- Executive Director will then notify Human Resource, Program Director, Senior Bookkeeper, or designated hiring staff of approval to make a conditional job offer.

Unsuccessful Candidates

The Human Resource Director will notify applicants who are not selected for positions at INCA.

Closed Applicants

Applications will be closed when:

- Interviews are completed and position filled;
- when an applicant requests to be pulled from the process;
- or when an applicant does not respond to inquiries within 5 business days;

These applicants will be pulled from the program section to the closed section of the Applicant Summary/Tracking Report and will no longer be contacted.

Dissemination of Policy

The policy will be made available to all employees through the agency's website. The agency will educate and train employees and supervisors regarding the policy and any conduct that could constitute a violation of the policy.