



Administrative Policy No. 18.16

Title:	Recruitment, Assessment, and Certification
Applies To:	DSHS Staff in WGS Not Subject to a Collective Bargaining Agreement
Authorizing Sources:	RCW 41.06 WAC 357-16 Administrative Policy 18.84 - Employment Reference
Information Contact:	DSHS Human Resources
Effective Date:	July 1, 2005
Revised:	April 10, 2014
Approved By:	<u>original signed by David L. Stewart</u> Senior Director, DSHS Human Resources

Purpose:

This policy identifies Department of Social and Health Services (DSHS) requirements when recruiting, assessing, and certifying candidates for vacancies.

Scope:

This policy applies to activities for recruiting, assessing, and certifying candidates to vacant Washington General Service (WGS) positions not subject to a Collective Bargaining Agreement.

Washington Management Service (WMS) employees are excluded from this policy, with the exception of the strong recommendation to advertise all vacancies, including WMS and Exempt Management Service (EMS) positions for which recruitment is conducted throughout the Department of Enterprise Services (DES) on-line recruiting system.

Definitions:

Affirmative Action Goals: DSHS good faith efforts to attain and maintain a diverse workforce consistent with requirements in the Federal Executive Order 11246 and Affirmative Action Guidelines issued by the U.S. Departments of Labor and Justice.

Certified List: A list of qualified eligible candidates resulting from a recruitment process and provided to a hiring manager for consideration in filling a vacant position.

Under Representation: Occurs when there are fewer affirmative action candidates in a particular job group than would reasonably be expected based on the availability of the affirmative action group members in the labor pool.

Policy:

Appointing authorities and their designees will use the DES sponsored on-line recruiting system to recruit for vacant Washington General Service positions to be filled with a permanent appointment.

1. Agency managers are encouraged to use the on-line system to fill non-permanent and on-call positions.
2. An employee's appointment may be converted from a non-permanent appointment to a permanent appointment if the vacancy was initially advertised in the automated recruiting system, and the employee's name was placed on the certified list provided to the hiring manager for consideration.

Appointing authorities and their designees are strongly encouraged to use the on-line recruiting system to advertise WMS and EMS vacancies.

Using the state-wide on-line recruiting system does not preclude advertising vacancies through other venues.

A. Recruitment

1. The appointing authority or designee, in collaboration with DSHS Human Resources, shall determine the organization's specific recruitment needs.
2. The job posting must clearly describe the required skills and abilities necessary to successfully perform the essential functions of the position, based on information in the current Position Description Form (PDF). The screening exams or questions must be based on the duties and qualifications described in the PDF approved by staff of the HRD Classification and Compensation Unit.
3. Public recruiting announcements must be posted on the official statewide DES recruiting website for a minimum of seven calendar days. All recruitment announcements must be accessible to internal and external job seekers. DSHS Human Resources may grant an exception when unusual business needs are identified. The exception will be documented in the recruitment file of record.
4. Under represented applicants will be certified under Section C of this policy.
5. When considering agency promotional candidates, DSHS is considered a single organizational unit.

B. Screening Tools

1. The appointing authority or designee, in collaboration with DSHS Human Resources, may use screening methods he/she determines are best to:
 - a. Manage the number of eligible applicants to be considered or admitted to an examination when the number of applicants is anticipated to exceed the applicant pool necessary to attract satisfactory candidates.
 - b. Evaluate candidates' competencies to perform the duties and responsibilities of the vacant position.
2. Screening methods must be based on job analysis and may include, but are not limited to:
 - a. Reviewing profiles and résumés'
 - b. Interviewing applicants
 - c. Developing supplemental questionnaires to gain additional applicant information
 - d. Asking candidates to perform an essential function as part of the interview process
3. A person with a known disability may be asked to demonstrate how he/she would perform specific essential functions of the position.
4. Examinations may be conducted based on the PDF signed by a Classification and Compensation Specialist to determine whether candidates possess the competencies needed to successfully perform the duties of the position.
 - a. Examinations may include questions attached to a job posting, skills-based testing, supplemental questionnaires, written tests, or a scored competitive written, oral, or performance test administered as part of a position-specific hiring process.
 - b. The examination must be administered uniformly to all job seekers unless a reasonable accommodation for the examination process has been requested and granted.
 - c. The published job posting must include information regarding the procedure for requesting accommodation.
 - i. A job seeker requiring reasonable accommodation in the examination process is responsible for requesting the reasonable accommodation.
 - ii. The appointing authority or designee is responsible for providing the reasonable accommodation unless it can be demonstrated the accommodation will cause undue hardship.
 - iii. The appointing authority or designee must consult with DSHS Human Resources to determine undue hardship.
 - d. Examination responses must be ranked using a consistent rating or scoring procedure that rates job-related competencies identified through job analysis.

- e. Applicant questionnaire or examination scores must be accessible through their DES job seeker profile.
 - f. An applicant or candidate may request DSHS Human Resources to re-evaluate his or her questionnaire or examination results. The request to review must be submitted to the Senior Director, DSHS Human Resources, within 20 calendar days of the recruiter making the score available to the candidate.
5. If a scored questionnaire or examination is used prior to certifying candidate names under RCW [41.04.010](#), veteran's preference points will be applied to all qualified veterans. If no scored questionnaire or examination is used prior to certification, all candidates meeting the criteria in a., b., and c. below must be referred to the appointing authority or designee under RCW [73.16.010](#), as long as the candidate meets the competencies and other position requirements:
- a. Eligible veterans
 - b. Surviving spouses of eligible veterans
 - c. Spouses of honorably discharged veterans who have a service connected permanent 100% disability
6. An appointing authority or designee may end consideration of an eligible job seeker at any time during the assessment process for job-related reasons including, but not limited to:
- a. Lack of required competencies
 - b. Failure to provide required licenses or certifications
 - c. Failure to provide proof of education
 - d. Failure to pass background checks
 - e. Providing false information
 - f. Failed or unsatisfactory reference check

Job seekers removed from consideration for position specific-reasons may remain eligible for consideration to other positions.

C. Certifications

1. Before making a job offer, an appointing authority or designee may cancel the requisition and grant an administrative transfer, voluntary demotion, or elevation within DSHS to a permanent employee. Appointing authorities may consider these requests:
 - a. The permanent employee must have the skills and abilities required to perform the duties of the position.
 - b. Employees desiring a transfer, voluntary demotion or elevation will initiate a request in writing.

2. A permanent employee interviewing for a transfer, demotion, or elevation will receive written notice of the hiring decision.
3. All candidates must have the position specific skills and abilities to perform the duties of the position. Certified candidates are identified based upon criteria such as identified skills and abilities, questions and questionnaires attached to the recruitment announcement, proctored examinations, scored or un-scored examinations, performance examinations, verification of credentials, and review of profiles and/or resumes.
4. Recruiters will develop a certified list, ranked by screening tool results, from the pool of eligible candidates who have:
 - a. The position specific skills and abilities, and
 - b. Successfully passed the appropriate questionnaires or examinations
5. All eligible candidates on the DSHS internal layoff list who appear to meet the required skills and abilities, based on available information, will be certified. The appointing authority or designee will determine if the candidate meets the required skills and abilities.
 - a. All eligible internal layoff candidates must be considered
 - b. Eligible internal lay-off candidates will be contacted in order of seniority
 - c. The most senior candidate on the DSHS internal layoff list with the required skills and abilities and who has indicated geographic availability will be appointed to the position
6. If no names are on the internal layoff list, the recruiter will certify up to 20 names for further consideration. If the number of statewide layoff candidates exceeds 20, all statewide layoff candidates who satisfy the competencies position specific skills and abilities, and other position requirements must be certified.
 - a. Up to 75% of those candidates will be "Internal" candidates comprised of statewide layoff, agency promotional, internal transfers, and agency voluntary demotions.
 - b. The remaining 25% of the certified list will include "External" candidates to include, but not limited to, statewide promotional, statewide transfer, statewide voluntary demotion, higher education, and open competitive.
 - c. If there is a tie for the last position on the certification for either promotion or other candidates, up to ten (10) additional tied candidates may be included. The certification may be supplemented with additional tied candidates to replace candidates who waive consideration with like candidates from the original pool.
7. The appointing authority or designee may consider employees in the General Government Transition Pool (GGTP) who have skills and abilities to perform the

- duties of the vacant position when the certified pool contains eligible candidates other than candidates from the internal or statewide layoff list, or internal promotional, transfer, or voluntary demotion candidates.
8. If the certified candidate pool does not contain at least three affirmative action candidates, the recruiter may add up to three affirmative action candidates to the certification. Candidates will be certified based on score within the underrepresented applicants.
 9. When recruiting for multiple positions, the recruiter may add up to five additional internal candidates and up to five additional external candidates to the certified list for each additional position.
 10. Appointing authorities or designees will consider all eligible candidates certified.
 11. Applicants seeking reemployment up to two years after a disability separation under WAC 357-46-160 may request to have their name certified after other eligible agency candidates.
 12. Before making a job offer to the preferred candidate, the hiring manager must conduct reference checks as outlined in [Administrative Policy 18.84 - Employment Reference](#) and [Reference Checking Guidelines](#).

D. Promotions

Eligible promotional candidates are certified as “internal” candidates following internal layoff candidates.

1. An employee may be considered an internal candidate if he or she has:
 - a. Attained permanent status in DSHS employment
 - b. Left a permanent DSHS position to accept a project or non-permanent appointment with another agency
2. Probationary employees do not qualify as promotional candidates and are certified as “external” candidates.
3. An employee must be granted leave with pay when scheduled to take a state examination or participate in an interview during scheduled work hours when the position is with a state agency, higher education institution, or related higher education board.
 - a. The request must be approved in advance by the supervisor or other person in the employee’s chain-of-command.

- b. If operational necessity interferes with an employee's request to participate in an interview or take an examination during scheduled work hours, the hiring managers may provide employees an alternate time.

E. Name Removal

1. The hiring manager may request to remove the name of a job seeker from an applicant pool through DSHS Human Resources. Requests will include information explaining why the request is justified, such as:
 - a. Past disciplinary issues
 - b. Failure to pass a background check
 - c. Falsifying application information
2. When a name is removed from an applicant or candidate pool under WAC [357-16-155](#), the appointing authority or designee must notify the job seeker at the time of the removal. The notice must:
 - a. Be in writing
 - b. Specify the reason for the removal
 - c. Explain the right to request a review of the removal under the provisions of WAC [357-16-170](#), [357-16-175](#) and [357-16-180](#).
3. Written notice may be provided using postal delivery, e-mail, campus mail, state mail service, or commercial parcel delivery.
4. An applicant or candidate may request a review of his or her name removal from a candidate pool under WAC 357-16-155. Requests for review shall be submitted to the Senior Director, DSHS Human Resources within 20 calendar days following notification of the name removal.