ORANGE COUNTY SOCIAL SERVICES AGENCY
ADMINISTRATIVE POLICIES AND PROCEDURES MANUAL

Subject: **Filling SSA Positions** Number: C 35

Page of 1

Approved: Date: 07-19-00

I. PURPOSE

- Establish a procedure for filling positions within the Social Services Agency utilizing the Request to Fill (RTF) form.

II. POLICY

All SSA positions will be filled in accordance with the Orange County Merit System Selection Rules. The Social Services Agency pledges full support and commitment to a policy of non-discrimination and equal employment opportunity. This policy complies with the County of Orange Board of Supervisors Resolution 99-514 dated 12/21/99, which commits the County to Equal Employment Opportunity in accordance with State and Federal legal requirements.

III. PROCEDURE

- **A. Immediate Supervisor will:**1. Complete Request to Fill (RTF) form, F063-01-30, entering position data at the top of the form, i.e., class title, type of position (regular, extra help, etc.), name of vacating employee, special considerations or physical requirements, and all other relevant position data. 2. Mark the appropriate certification choice box:3. Indicate one of the following selection procedure4. Mark one of the following certification choice boxes:5. If requesting SSA Human Resources approval to make the job offer at conclusion of recruitment/hiring process (newly certified lists only): Prepare a memo to the appropriate HR Recruiter requesting job offer authority, including a brief explanation.6. Forward RTF form and job offer request memo through the chain of command to Division Deputy Director (hiring authority).**B. Hiring Authority will:** Evaluate the RTF request considering fiscal and management constraints and the Agency business plan, sign and forward the approved RTF form (and optional job offer request memo) to SSA Human Resources.**C. SSA Human Resources will:**1. Within 3 working days of receiving RTF, appropriate HR Recruiter will contact hiring authority or designee for further information and/or to develop a recruitment plan. Following initial contact with hiring authority, indicate at bottom of RTF if there is an existing eligible list or if a new recruitment will be initiated.2. Certify an appropriate eligible list of names from the TRAC on-line computer program. If no existing list, appropriate HR Recruiter will initiate a new recruitment.3. Following completion of recruitment and certification of eligible list, forward final selection/hiring process packet to hiring supervisor. Packet contains final selection/hiring process memo, interview record forms, pre-employment inquiry guidelines, reference check form, certification list, candidate applications, and blank “Release and Waiver” forms.**D. Hiring Supervisor will:**1. Read and follow interview guidelines and develop job-related interview questions. Schedule selection interviews with all eligibles interested in interviewing for the position. Have candidate sign a “Release and Waiver” form prior to interview. If hiring decision is based on a review of written records, schedule a record review with SSA Human Resources.2. Following conclusion of selection interviews, conduct reference checks on top candidate(s). Refer to SSA Administrative Policies & Procedure Number C-24

OCSSA

“Reference Checks on Candidates for Employment” and Telephone Reference Check Procedure printed on the reverse side of Form F063-01-31 SSA Telephone Reference Check” (attached). Document all reference activities and related telephone conversations.3. Note disposition for each candidate by indicating after each name on the certification list the appropriate comments (not selected, failed to reply, waived, under consideration, etc.). 4. Collect together all selection/hiring material [interview questions, rating criteria, completed interview record forms, reference checks, certification list and dispositions, applications, release and waiver forms, signed Request to Fill (RTF) form, Temporary Promotion Request (if applicable), Advanced Step Appointment Justification memo (if applicable), and Bilingual form (if applicable)]. Forward entire hiring packet to appropriate SSA Human Resources Recruiter. **IF HIRING SUPERVISOR APPROVED BY RECRUITER TO MAKE JOB OFFER FROM NEWLY CREATED LIST:**1. Prior to contacting candidate, consult with Recruiter for guidance. (For example: When speaking with candidate, refer questions on physical exam, County benefits, salary, start date, and other related topics to appropriate Recruiter or HR staff member.) 2. Contact candidate and make job offer.3. Forward hiring packet to appropriate SSA Human Resources Recruiter. **E. SSA Human Resources will:**1. Contact candidate and make job offer (if not previously done by line staff), prepare not selected letters, and complete new hire packet.2. Schedule employee’s physical, mail not selected letters, prepare sign-up packet, and sign-up employee.

- a. formula1. single vacancy - receive 10 names randomly processed from score group A or all names from group A plus additional names from next lower score group(s) if fewer than 10 names in A group.2. multiple vacancies – receive 7 names plus 2 times the number of vacancies. For example, if there are 4 vacancies, 15 names would be certified (7 + 2 x 4). Same procedure as for single vacancy applies to yield the correct number of names.b. group A – receive all names in group A.c. other – receive names from a class other than the budgeted class title or to selectively certify based on special job qualifications, e.g., Spanish speaking.
- a. notify eligibles of person to call, phone number, and when to callb. notify eligibles that appointing authority will contact them to schedule an interviewc. notify eligibles that hiring decision will be based on a review of written recordsd. clerical interview daye. request a new eligible list be established (indicate type of list requested and reason)
- a. request certification [if information needed regarding current eligible list (age, quality, number of names remaining, etc.), contact HR Recruiter for specifics].b. certify a class other than the budgeted class title (indicate requested class) [to be used in limited circumstances only—e.g., when underfilling budgeted class with a classification of a lower level].c. selectively certify based on specified special job related qualifications (describe) [to be used in special situations only; e.g., position requires Spanish or Vietnamese speaking skills].

ATTACHMENTS

ATTACHMENT A

Request to Fill (RTF)

ATTACHMENT B

SSA Telephone Reference

OGSA