

Policy & Procedure Manual

TELEPHONE REFERENCE - HR-II-5

POLICY:

All potential candidates for employment will have references checked, previous employment verified, and a written record will be maintained. All reference information will be kept confidential.

PURPOSE:

1. To verify past/present employment records.
2. To ensure the most suitable candidate for the position.

PROCEDURE:

1. Once the interview procedure has been completed and the potential employee(s) have been chosen, Telephone References must be obtained. **(NOTE: written authorization to contact references should already be in place at this point as obtained in the interview.)**
2. The interviewers will co-ordinate reference checks, ensuring continuity. A minimum of two references must be obtained (one reference must be a work reference), using the Telephone Reference Inquiry form (HR060). The Telephone Reference Inquiry form is to be signed and dated once the reference has been obtained by the person completing the reference.
3. The written forms will be kept with each individual's personnel record.

RECOMMENDED BY: Director, Human Resources

APPENDICES: 1

OPERATIONAL ACCOUNTABILITY: Administration, Human Resources, Community Services Administration

ORIGINAL POLICY DATE: April 1993

AUTHORIZED BY: Executive Director

SIGNATURE:





EMPLOYER REFERENCE CHECK

CANDIDATE: POSITION APPLIED FOR:	COMPLETED BY: DATE:
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REFERENCE INFORMATION	
REFERENCE CONTACTED:	COMPANY:
JOB TITLE:	TELEPHONE:

RELATIONSHIP TO CANDIDATE:

SUPERVISOR CO-WORKER CLIENT OTHER

CANDIDATE INFORMATION	
POSITION HELD:	DATE EMPLOYED: FROM: TO:
<input type="checkbox"/> FULL TIME EMPLOYEE <input type="checkbox"/> PART TIME EMPLOYEE <input type="checkbox"/> STUDENT ON PLACEMENT	
<input type="checkbox"/> CASUAL EMPLOYEE <input type="checkbox"/> VOLUNTEER <input type="checkbox"/> OTHER:	

DESCRIPTION OF DUTIES & RESPONSIBILITIES:

REASON FOR LEAVING:

1. How would you rate the candidate's overall <u>quality of work?</u>	1 POOR	2 BELOW AVERAGE	3 AVERAGE	4 ABOVE AVERAGE	5 EXCELLENT
Comments:					
2. How would you rate the candidate's <u>interpersonal/communication skills?</u> (relationships w/ co-workers/mgmt)					
Comments:					
3. How would you rate the candidate's <u>ability to handle conflict?</u>					
Comments:					
4. How would you rate the candidate's <u>judgement and decision-making abilities?</u>					
Comments:					
5. How would you rate the candidate's <u>ability to work independently?</u>					
Comments:					
6. How would you rate the candidate's <u>ability to work as part of a team?</u>					
Comments:					
7. How would you rate the candidates <u>level of trustworthiness?</u>					
Comments:					



EMPLOYER REFERENCE CHECK

8. Describe how the candidate demonstrated your organization's workplace values & ethics?
9. What do you think are the candidate's greatest professional strengths?
10. Are there any areas of growth and improvement that you would suggest the candidate needs?
11. Are there any situations in which you would avoid placing the candidate?
12. Describe the candidate's ability to accept constructive criticism.
13. If you could use only one word to describe the candidate, what would it be?
14. Would you rehire the candidate?
15. Are there any other comments you would like to add?

Reference Check Completed By: _____

Recommend for Hire: YES

Date: _____

NO