

# HRP105

## RECRUITMENT POLICY AND PROCEDURES

(Includes Internal, External, Transfer and Re-employment)



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## 1. POLICY INTRODUCTION

This policy sets out the process for recruiting suitable staff for vacant positions as detailed on the COP105 Organizational Chart.

## 2. SCOPE

This policy applies to all Departments of National Ambulance and covers external and internal recruitment, transferring between contracts/departments and re-employment of former employees.

## 3. ROLES AND RESPONSIBILITIES

**HR & Corporate Services Manager is responsible for:**

- Ensuring that all new positions are approved as required and the **COP105 Organization Chart** updated
- Leading the recruitment function ensuring all requirements are met and due processes are followed
- Ensuring that Emiratization requirements are taken into consideration during the recruitment process in accordance with **HRP101 Emiratization Recruitment Policy**

**HR – ( Recruitment Function ) is responsible for:**

- For actioning all recruitment requirements, both external and internal, as required noting that all employees act as recruiters for the Company
- For taking replacement action for vacated positions
- Ensuring all due processes such as government approval are received prior to offering employment
- Ensuring there are sufficient candidates in the pipeline to meet clinical requirements specifically doctors, paramedics and EMTs
- Maintaining a database of potential candidates for all relevant positions
- Ensuring all relevant information is passed to receiving department, HR, Operations, Clinical Services Facilities, Supply Chain, and QHSE as required, to facilitate onboarding and induction into the Company for new recruits
- Maintaining a database of recruitment requirements and processes updating at least weekly

**HR Representative is responsible for:**

Notifying the IT to revalidate access requirements during the role change based on the receiving department requirements and the receiving department head or relevant executive's approval.

Notifying all relevant departments of any changes/updates during the transfer or any relevant HR activities that may affect the employee reporting line, location, project...etc.

Provide the employee with an amendment letter and reflect all the changes in the relevant HR systems.



## 4. GENERAL

- 4.1. All recruitment is to be managed by HR & Corporate Services Manager, Department managers should liaise with HR & Corporate Services Manager accordingly
- 4.2. All suitable vacancies are normally to be advertised internally where required, and externally where appropriate. Recruitment will also maintain a register of employees who want to transfer between contracts or departments in the same designation/position and they will be given first option when a relevant position becomes available. The process for each action is detailed below.
- 4.3. Recruitment is required to maintain a database of former employees who wish to be considered for re-employment and meet the re-employment eligibility criteria.
- 4.4. Recruitment is required to maintain a database of external candidates that can be considered for vacancies as and when required ensuring having current and updated clinical requirements and using the best available and effective means.

## 5. INTERNAL RECRUITMENT

- 5.1. All vacancies will be advertised internally, where appropriate, to allow current employees to apply on **HRF512 Internal Vacancy Application Form** and be considered for available positions.

There may be some vacancies where internal and external candidates are considered together in order to select the best candidate for the position.

- 5.2. Details of internal recruitment are as follows:

- 5.2.1. Where it has been identified that a new position is required and **HRF106 New Hire Form**, with a Position Description attached, has been submitted through the Executive of the relevant Department and approved by the CAO
- 5.2.2. Where a vacancy is created by staff movement such as transfer/end of employment etc
- 5.2.3. The only time when a vacancy will not be advertised internally is in exceptional cases as approved by the CAO, such as where there is only one employee who meets the criteria
- 5.2.4. Recruitment will advertise via email to "All NA Staff" address providing details including the position title, criteria and a copy of the Position Description
- 5.2.5. All candidates who apply by due date will be considered and a short list drawn up for interview process
- 5.2.6. The recruitment process will include the HR & Corporate Services Manager /recruitment staff and the relevant line manager
- 5.2.7. Where necessary a second interview will be conducted



**5.2.8.** All liaison with candidates is to be done by recruitment including advising the successful and unsuccessful candidates and answering all queries

**5.2.9.** Once a successful candidate has accepted the offer recruitment is to advise HR and other relevant departments as required such as the receiving department, eg. Supply Chain etc

**5.2.10.** Recruitment is to update the recruitment database during recruitment process

## 6. EXTERNAL RECRUITMENT

**6.1.** External Recruitment will be managed by HR Corporate Services Manager /Recruitment staff in liaison with the relevant line manager.

**6.2.** Recruitment will advertise as and when required through the best available means to maintain a suitable number of candidates on the database:

### 6.2.1. HEALTH PROFESSIONALS:

**6.2.1.1. Doctors/Pharmacists:** Maintain a database of UAE licensed doctors and pharmacists that may be contacted when positions become available.

**6.2.1.2. Paramedics:** Maintain a database of paramedics who meet all Company recruitment and DOH PQR requirements for licensing. Advanced paramedics should be from countries that are exempted sitting for the DOH license.

**6.2.1.3. EMT-Bs:** Maintain a database of EMTs who meet all Company recruitment and DOH PQR requirements for licensing.

- Receive a request for new hire approved by the HR and Corporate Services Manager/Head of Emiratization Program and CAO/replacement request approved by the CAO.
- Check the database for potential shortlisted candidates or advertise externally, if required
- Screen CVs against position criteria and shortlist possible applicants
- Send application information email for those who meet requirements.
- Print the documents once received and create a file for each applicant
- Send the Pre-Employment Screening Requirements to the applicant and request from him/her to provide the reports/results accordingly.

### I. COMPLETE PHYSICAL EXAMINATION

- |                          |              |
|--------------------------|--------------|
| a. Height and Weight     |              |
| b. Body Mass Index       |              |
| c. Mouth                 | h. Spine     |
| d. Nose                  | i. Skin      |
| e. Chest                 | j. Genitalia |
| f. Heart                 |              |
| g. Upper and Lower Limbs |              |

### II. Visual Acuity/ Ishihara test

### III. Vital Signs

- |                   |                     |
|-------------------|---------------------|
| a. Blood pressure | c. Respiratory rate |
| b. Pulse rate     |                     |



IV. Dental Examination	VIII. Audiometry
V. Psychiatric Examination	IX. Spirometry
VI. Chest X-ray	
VII. Electrocardiogram	
X. Urine Test	
a. Drug test (Shabu/ Marijuana)	b. Urinalysis
XI. Blood Tests	
a. Blood group tests- Blood typing (A, B, O)	h. Endocrine Test
b. Anemia test- CBC, Plate count	• TSH
c. Blood Chemistry	i. Pregnancy test- serum for FEMALE ONLY
• FBS, HBA1C	j. Serology
d. Liver Function Tests	• HIV, Hepatitis B, Hepatitis C
• SGOT, SGPT, GGTP, B1B2, Ag Ratio, G6PD Deficiency	• Syphilis, VDRL, TPHA
e. Kidney Function tests	
• BUN, Creatinine	
f. Uric Acid	
g. Lipid Profile	
• Cholesterol, Triglycerides, HDL, LDL, VLDL	

- Send files to credentialing for assessment and verification (license, qualifications, registration, etc..)
- Licensing and Credentialing Dept, uploads required documents to DOH website to start the Dataflow and License process upon receiving the applicant acceptance announcement email from recruitment

## Credentialing and Licensing Requirements

### Dataflow Documents Checklist

1. Photo (white background)
2. Passport (first page)
3. Relevant qualification (Paramedic degree or EMT diploma)
4. Health License ID from last country of experience
5. Letter of Good Standing from licensing authority (NLT 6 months old)
6. Letter(s) of relevant experience (signed by HR/Admin)
  - 1 year for EMT-Basic & Intermediate
  - 2 years for EMT-Advanced
  - *Experience letter should be the most recent/updated*

### Additional documents for DOH licensure

1. Curriculum Vitae (CV)
2. High school diploma
3. Transcript of qualification



4. CMEs training certificates (BLS, ACLS, PHTLS and PALS)

- If applicant is not licensable we notify the applicant and end the process, and if licensable, we schedule the candidates for a Clinical assessment with the Clinical Education Department
- If applicant doesn't pass assessment successfully we notify the applicant and end the process, and if successfully passes, we schedule HR interview and conduct reference check
- Notify successful and non-successful candidates
- Prepare PSG Application for successful applicant, obtain CEO signature and hand it over to the Contracts Manager for submission at the relevant government authorities
- Once PSG Approval is obtained, we prepare LoO and email it to the applicant
- Upon receiving the applicant acceptance, we send out an announcement email to dept manager and all other relevant depts, with the expected joining date
- Arrange for the following, where required:
  - Entry Permit and email it to the applicant
  - Flight Booking and email the ticket to the applicant
  - Hotel Booking for 2 weeks, and deduct the cost from the applicant's salary in two installments
  - Advanced Salary Allowance, and deduct it from the applicant's salary in two installments
  - Sim Cards
- Obtain all signatures on the Healthcare Recruitment Approval Form and handover the complete file to the HR assistant

**6.2.2. NON-HEALTH PROFESSIONALS:**

**6.2.2.1.** Liaise with Tawteen, LinkedIn and other platforms to attract UAE Nationals in the first instance. If no suitable UAE nationals are available then other nationalities may be considered

**6.2.2.2.** Maintain a database of suitable non-health professional candidates that can be contacted as and when required to fill vacancies using the most effective methods available

**6.2.3.** All candidates who meet the requirements will be considered and a short list arranged as required.

**6.2.4.** If necessary a 2nd interview will be arranged in order to make the best selection possible

**6.2.5.** All liaison with candidates is to be done by recruitment staff including advising the successful and unsuccessful candidates and answering all queries

**6.2.6.** Once a successful candidate has accepted the offer recruitment is to advise HR and other relevant departments as required such as the receiving department, , Supply Chain etc

**6.2.7.** Recruitment is to update the recruitment database during recruitment process at least weekly and HR & Corporate Services Manager to provide a detailed report to the Executives each Thursday

## 7. TRANSFERS

- 7.1. Recruitment staff are to maintain a register of employees who register a request to transfer between contracts or departments in the employee's current designation, i.e., paramedics, EMTs, administrative assistants etc.
- 7.2. Transfers will be based on date of application, and if two or more have the same date then selection will be based on seniority.
- 7.3. HRF518 Transfer Request form is to be used by employees who wish to register for transfer of contracts or departments in their current designation and processed through their line manager.
- 7.4. The employees line manager is to comment on whether the employee meets the requirements and forward the form to recruitment.
- 7.5. EMTs may only apply for a transfer after two years with NA unless there are exceptional circumstances and withholding driving license, DOH license and IV training completed and no active disciplinary.
- 7.6. When a vacancy becomes available Recruitment staff will check the register and if there is an employee registered for change of contract, they will be given the option to do so

If an employee decides that they do not want to transfer they should email recruitment with a copy to their line manager accordingly

## 8. RE-EMPLOYMENT

- 8.1. Former employees who left the organization in good standing are eligible for re-employment if they meet the position criteria. A former employee whose employment was terminated for unsatisfactory performance, gross misconduct, or who resigned in lieu of termination for such reason is not eligible to be considered for reemployment
- 8.2. Former employee who wish to be considered for reemployment with National Ambulance is required to email a formal request of interest to recruitment
- 8.3. Recruitment will check the former employee's file for eligibility criteria based on vacant position applied for, performance reviews and the recommendation of employee's direct supervisor for reemployment, when completing the termination process





- 8.4. Former employee will be given the same opportunity and will need to comply with the same requirements as other applicants
- 8.5. All requests for reemployment have to be approved by the CAO
- 8.6. For managers, directors and executive positions, approval is to be obtained from the CAO and CEO
- 8.7. If hired, a former employee will be treated as a new employee for purposes of on boarding and induction, training, benefits and payroll

## 9. RELEVANT LEGISLATION

International, federal or local legislation and circulars relevant to this Policy. Full detail on this legislation can be found in QHP109 Legal Register.

### Code, Name of Legislation

Labour Law (Law No. 8 of 1980 as amended)

ABU DHABI HEALTHCARE INFORMATION AND CYBER SECURITY STANDARD [ADHICS] February 2019

## 10. RELATED POLICIES AND FORMS

List related policies and procedures to the created/updated policy.

Policy & Procedure /Form
COP105 Organizational Chart
HRP101 Emiratization Recruitment Policy
HRF106 New Hire Form
HRF512 Internal Vacancy Application Form
HRF108 Transfer Request Form
COP407 Workforce Planning Policy
HRP 305 Corporate Staff Resource Plan
HRP102 Promotion Policy
HRW103 Recruitment & Selection Procedure – Health Care Professionals
HRW102 Recruitment & Selection Procedure – Non Health Professionals
CGW104 Licensing and Credentialing Process Map

## 11. FEEDBACK

Any feedback or suggestions for improvement to this Policy, Processes or Procedures can be submitted to [ghse@nationalambulance.ae](mailto:ghse@nationalambulance.ae)



## 12.DOCUMENT CONTROL AND OWNERSHIP

A review and update of this document will take place as necessary, when changes occur that identify the need to revise this Policy such as changes in roles and responsibilities, release of new legislative or technical guidance, or identification of a new policy area.

This document ownership for editing is identified as:

- [HR & Corporate Services Manager](#)

This controlled document is managed / overseen by [Procurement and Tendering Committee and/or Audit and Risk Management Committee and/or HR and Compensation Committee].

### Change Brief

Version No.	Date	Change
1	September 2011	New Document
2	August 2013	Amended
3	March 15	Updated
4	August 2015	Policy re-write Editorials and Update of Name from Recruitment and Selection to Recruitment Policy
5	April 2016	Addition of policies and forms and editing, Update of title to Recruitment Policy (Internal, External and Transfers) Inclusion of section on Transfer. Updated list of forms and policies
6	September 2016	Update list of policies and forms
7	December 2016	Updated content to incorporate reemployment process and updated list of policies and forms
8	February 2019	Update content in roles and responsibilities, general, internal & external recruitment and transfer sections. Updated Transfer <i>"EMTs may only apply for a transfer after two years with NA unless there are exceptional circumstances and withholding driving license , DOH license and IV training completed and no Active Disciplinary"</i>
9	January 2020	- Added in 4.4 ENSURING HAVING CURRENT AND UPDATED CLINICAL REQUIREMENTS AND - Added health care professionals external recruitment process - Change the code in section 10 Related Forms and added some CGW104 Licensing and Credentialing Process Map
10	January 2021	HR Representative Responsibility ( ADHICS ) Requirements /Document Ownership.
11	April 2021	Updated HR Responsibilities  - Notifying all relevant departments of any changes/updates during the transfer or any relevant HR activities may affect the employee reporting line, location, project...etc. - - Provide the employee with an amendment letter and reflect all the changes in the relevant HR systems.



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CEO Approval

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Board Member Verification

