

Recruitment

1. Understanding the position by identifying:

Job Purpose

Essential Functions

2. Writing a job description

The following job descriptions are examples of roles you may need for your practice. Each job description should be customized to suit the specific needs of your clinic.

Depending on the size of the clinic, staff may perform multiple roles. While creating a job description, consider cross-training tasks to allow for coverage in case of staff absences, although specialization is needed for some roles to ensure undivided attention.

2.1. Roles to consider for your practice:

- Medical Office Assistant (MOA)
- Receptionist
- Bookkeeper (Payroll, Accounts, Billing Clerk)
- Office Manager
- Licensed Practical Nurse (LPN)
- Registered Nurse (RN)
- Nurse Practitioner (NP)

2.2. Job Description Templates

- Please refer to [Medical Office Assistant Job Description](#) Template.
- Please refer to [Receptionist Job Description](#) Template.
- Please refer to [Office Manager Job Description](#) Template.
- Please refer to [Registered Nurse \(RN\) Job Description](#) Template.

3. Advertising a Position

Use credible websites to advertise your vacant position based on your target candidates.

[Indeed](#)

[LinkedIn](#)

[Career Beacon](#)

[Job Bank](#)

Post-Secondary Education Job Portals

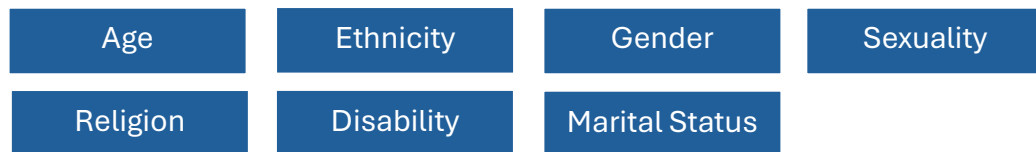
The content of this guidance document is intended to provide general information and guidance to the reader on the subject matter. The NBMS does not provide legal/accounting or professional advice. Specialist advice should be sought about your specific circumstances where necessary.

4. Interviewing & Rating Candidates

To attract the best talent for your business, it is imperative to avoid unconscious biases in the hiring process. Here are some tips to consider:

4.1. Blind Resume Reviews by removing identification details from candidates resumes and application. Focus on the qualifications and skills of potential candidates.

4.2. Protected Information during the application or interview process includes questions that employers are prohibited from asking as it may lead to discrimination in the hiring process. Protected information includes (not limited to):



4.3. Developing a basis for comparison by asking a consistent series of questions to each candidate is an effective way to conduct interviews to find your ideal candidate. During the interview process, using a rating strategy will also help the employer determine which are their strongest candidates.

- Please refer to [Interview and Rating](#) Template.

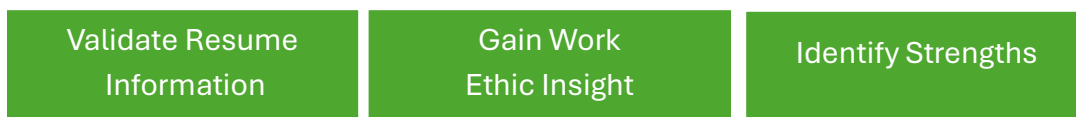
5. Reference Verification

Most employers check references as part of the hiring process which may include:

- Conducting Background Checks
- Education/Licensing Verification

5.1. The purpose of reference verification

Typically includes 3 primary reasons:



- Please refer to [Reference Verification](#) Template.

6. Compensation, Payroll & Benefits

6.1. Compensation Models

Salary Pay	Hourly Pay
<ul style="list-style-type: none">▪ Employees earn a preset sum each pay period that isn't determined by number of hours worked each week.▪ Employees are not paid for overtime work, often leading to more flexible work hours.▪ Payroll is easier to process as there is little fluctuation in pay.▪ Potential for employees to work less than the expected hours per week.	<ul style="list-style-type: none">▪ Employees get paid a per-hour rate, so paychecks are based on the number of hours worked. (Requires tracking of hours worked).▪ Not required to be full-time employee which can offset the costs of benefits.▪ More flexibility in setting hours for positions not consistently needed.▪ Required to pay overtime for employees working over 40 hours in a week.

6.2. Establishing the Rate of Pay

[What you will need to know.](#)

6.3. What is Total Compensation

Wages are just one part of what employers may offer to their employees.

When calculating the total compensation of an employee's salary, employers need to take any benefits into consideration as well.

[What you will need to know.](#)

6.4. Payroll

Implementing a reliable payroll/HR system can be a helpful tool when it comes to managing payroll, T4s, paid time off such as vacation or sick time, and employee information. It is important to ensure that your payroll system adheres to the New Brunswick tax laws and regulations.

Within Canada, some practices may consider doing their payroll internally, and others may choose to outsource a professional payroll provider. There are many different payroll provider options available. Here are 2 of the largest payroll providers in Canada.

[ADP](#)

[Ceridian](#)

7. Offering Employment

Once you have selected your preferred candidate, the following template can be used as a guide in creating an offer of employment contract.

- Please refer to [Offer of Employment Letter](#) Template.

7.1. Employment Offer Recommendations

- Sign written contracts with **all** employees prior to their start date.
- Consult a legal professional to help with the contract process.

8. Helpful Resources

Employment Standards	<ul style="list-style-type: none">▪ New Brunswick Act▪ GNB Information▪ Your Rights and Responsibilities
Government of Canada Employment	<ul style="list-style-type: none">▪ Hire employees - Job Bank
Human Rights Act	<ul style="list-style-type: none">▪ New Brunswick Act▪ GNB Information
HR Toolkit (PEI)	<ul style="list-style-type: none">▪ HR Tools
Legal/Illegal Interview Questions	<ul style="list-style-type: none">▪ Interview Questions
Statutory Holidays	<ul style="list-style-type: none">▪ New Brunswick▪ Days of Rest Act