**Job Aid: Personnel Process Steps**

| **Activity Step** | **What Happens**  **note** - this map does not address discipline and grievance issues |
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| Need for a new or existing job is identified | Job position is identified in the organizational chart |
| Personnel qualifications are defined and current. | It describes the attributes a person with this job title must have, such as: Completed education level; Required certification/licensure /registration; Required skills; Previous training experience; Required experience  It should be in alignment with government regulations. The document must be controlled. |
| Job description is defined and current. | Specify the work processes and tasks this person is authorized and expected to perform. The document must be controlled. |
| Recruitment, selection, and appointment are performed. | Personal qualifications presented during selection are verified. |
| New staff is introduced to the organization. | The staff member is orientated to: •The parent organization, including terms and conditions of employment  •The laboratory, as a whole, including staff facilities, health and safety requirements, occupational health services, dress code, and duty roster.  •The specified laboratory section or work area |
| Training needs are identified and performed. | The staff member is learning knowledge, skills, and behaviors to meet the requirements of the laboratory’s  • Quality management system (quality policy and manual)  • Job-specific work processes and procedures  • Laboratory information system (manual or computerized)  • Health and safety programs  • Ethics  • Confidentiality of patient information  and is **supervised at all times**. |
| Competency is assessed. | Objective evidence is gathered to demonstrate the staff member applies the knowledge, skills, and behavior to meet the requirements of the organization. |
| Staff performance is conducted | The staff member is evaluated against performance criteria. Personal objectives are set for the year ahead.  During staff review, consider reviewing employees information to ensure there have been no changes (e.g. contact number used for the emergency call list). Even though staff are responsible for ensuring that their personal information in the laboratory records is current and accurate, verifying this information during this task may be worthwhile. |
| Continuing development is conducted. | The staff member seeks opportunities for continuing professional development to acquire new skills or improve existing skills either provided by the organization or approved as a qualifying activity. |
| Staff Performance Management Process | Through the collection and analysis of records, management confirms each staff member’s continuing competency and professional growth. |
| Termination notice of employment is given. | The staff member departs the organization either by choice or by organizational request. |
| End |  |
|  |  |
| Personnel File Record Management Process | The management of each staff member’s required employment records is performed. |