Human Resources Unit Policies and Standard Operating Procedures

The Human Resources Unit's policies and Standard Operating Procedures (SOPs) ensure a fair, compliant, and supportive working environment that attracts, develops, and retains skilled professionals. Through systematic recruitment, record management, performance evaluation, and staff development activities, the centre aims to build a motivated and competent workforce dedicated to excellence in patient care, research, and training.

Policies of the Human Resources Unit

1. **Legal Compliance and Equal Opportunity**
   - The HR policies shall adhere to all relevant national labour laws, including regulations on employment, wages, working hours, and safety standards.
   - Recruitment, promotion, and employment practices shall be based on merit and non-discrimination to promote equal opportunity regardless of gender, age, ethnicity, or disability.

2. **Staff Confidentiality and Data Protection**
   - All employee information must be treated with strict confidentiality and stored securely.
   - Access to personnel records is restricted to authorised HR personnel and management personnel.

3. **Staff Development and Capacity Building**
   - The centre shall promote continuous professional development through training, workshops, and educational programs.
   - Staff performance and training needs will be regularly assessed to facilitate growth and improve service quality.

4. **Performance and Welfare**
   - Performance appraisals shall be conducted objectively and regularly to motivate staff and identify areas for development.
   - Staff welfare policies shall include health benefits, safety measures, and a supportive work environment.

Standard Operating Procedures (SOPs) for the Human Resources Unit

1. Recruitment and Selection SOP

Objective:

To attract and hire qualified personnel efficiently and fairly.

Steps:

1. Identify staffing needs in consultation with departmental heads.
2. Prepare and approve job descriptions and specifications.
3. Advertise vacancies both internally and externally through the appropriate channels.
4. Collect applications and shortlist candidates based on qualifications and experience.
5. Conduct interviews involving relevant stakeholders.
6. Evaluate candidates and select the most suitable applicant.
7. Issue employment offers and prepare employment contracts.
8. Complete onboarding processes, including orientation and documentation.

2. Employee Records Management SOP

Objective:

To maintain accurate and secure employee records.

Steps:

1. Create and update personnel files for all staff, including personal data, employment history, performance records, and training history.
2. Store records securely with restricted access.
3. Update records regularly, especially after appraisals, promotions, or training.
4. Ensure records comply with data protection regulations.
5. Conduct periodic audits to verify record accuracy and completeness.

3. Payroll and Compensation SOP

Objective:

To ensure timely and accurate employee compensation.

Steps:

1. Collect attendance, leave, and overtime data from relevant departments.
2. Calculate salaries, deductions, and allowances based on approved policies.
3. Review and approve payroll data before processing.
4. Process payroll and distribute pay slips on or before the designated date.
5. Maintain records of payroll transactions for auditing purposes.

4. Performance Appraisal SOP

Objective:

To evaluate staff performance objectively and support professional growth.

Steps:

1. Set clear performance indicators and objectives at the beginning of each review cycle.
2. Conduct periodic performance reviews with staff, discussing achievements and areas for improvement.
3. Document appraisal outcomes and provide feedback.
4. Identify training and development needs based on appraisal results.
5. Use appraisal results for promotions, rewards, and career planning.

5. Staff Welfare and Development SOP

Objective:

To promote staff well-being and continuous professional growth.

Steps:

1. Organise regular training sessions, workshops, and seminars.
2. Facilitate access to external training and educational opportunities.
3. Implement staff well-being programs, including health benefits and safety measures.
4. Establish channels for staff feedback and grievances.
5. Monitor and evaluate staff satisfaction and adjust welfare initiatives accordingly.

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