Swim Staff Select

A Pre-Employment Screening Tool

What is Swim Staff Select?

Swim Staff Select (www.swimstaffselect.org) is a Web-based cloud application (app) that helps you screen applicants for staff and volunteer positions at your swim club. Using Swim Staff Select, you can create position descriptions, job postings, job applications, reference checking scripts, and interview scripts. You can also communicate with applicants and review applications.

Overview

The app was designed to be simple and intuitive for swim club leaders – even without training.

First Time Use

Your swim club's information is already in the app, so you can sign in easily. Your info includes:

- A unique Club ID (your club code followed by a dash, followed by the LSC ID. *Ex*: ABCD-VA)

- Club name

- Primary address

- Club contact info

To sign in, the primary club user should visit www.swimstaffselect.org.

- Click 'Login' at the top right corner of the screen

- On the Login screen, enter your Club ID in the 'User ID' field (your Club ID is described above)

- In the 'Password' field, enter this temporary password: **swim**

- Click the red 'Login' button

- You will then be asked to change your password

- You will also be asked to select a password recovery question and the answer to that question. If you forget your password, you can use the password recovery question to reset your password.

- You will be asked to read and agree to the Terms of Use, and to read the Internet Privacy Policy.

- If info is missing from your club account, you will be asked to fill in the missing info. The app will direct you to your club account each time you login until the account info is complete.

To manage your club account and users:

- Sign into Swim Staff Select and visit the club account page.

- If info is missing from your club account, you will be asked to fill in the missing info each time you log in (until the account info is complete).

- While completing your club account info, you may add users and additional swim club locations.

- To add a new user, create a user ID that is unique to the user. Avoid using info from other USA Swimming clubs. We suggest using your Club ID with a unique suffix (*Ex*: ABCD-VA-john). All added users will have the temporary password: **swim**

- Return to the club account page at any time to update your club info and manage your users.

To add your club logo to your Swim Staff Select account:

- Sign into Swim Staff Select and visit the club account page.

- Turn the club logo display on or off by checking or unchecking the 'Show Logo' box.

- To upload a logo, the logo image must be 72 dpi and no more than 200 pixels wide and 100 pixels high. The image format should be PNG (*image*.png) or GIF (*image*.gif) with a transparent background. Other formats will not appear properly.

- Upload and save your club logo. It should now appear on your Swim Staff Select account.

Site Navigation

Navigation bars are located at the top and bottom of every page in the app. Navigation bars display links where you can access different app features.

The top navigation bar (red with white lettering) contains drop-down menus that link to specific features (under 'Create,' 'Edit,' & 'Review'). The bottom navigation bar links to a main page for each feature.

The home page displays four graphic icons that will take you to the most frequently used features.

There is a small navigation bar in the top right-hand side of the app, which displays links to less frequently used features ('Contact,' 'Account' & 'Login/Logout').

When you use the app for the first time, it is basically empty. To make the app fully functional, you must take the time to create customized features for your employment screening/hiring process.

Features

There are seven primary features used in the screening process:

- <u>Job Postings</u>: a job posting record establishes the position title, position type (full time or part time), start and expiration dates of the posting. It also associates the position with a description, application, reference check scripts, interview scripts, background check/certification verification checklists, and location.

- <u>Position Descriptions</u>: master templates are provided for the following swim club roles:
    - Club Leadership
    - Club Management
    - Coaching Staff
    - Facilities
    - Financial and Sales
    - Instructors
    - Lifeguards
    - Volunteers

The master templates provide descriptive text divided into several sections for ease of customization and readability for the applicant.
    - General Position Information
    - Position Requirements
    - Experience & Knowledge
    - Certifications & Skills
    - Administrative Duties

- o   Other Duties

- o   Equal Employment Opportunities Policy

- o   ADA Policy

- o   Affirmative Action Policy

- o   Diversity Policy

  Each section contains dozens of definitive statements you may use to describe the position. When you create a position description you will be allowed to select the language that most closely meets your needs and then edit (customize) that language before releasing the description.

- Applications: master application templates are provided for each position mentioned above. The templates provide typical application information fields and questions and are divided into several sections for ease of customization and usability by the applicant.

  - o   Personal Information

  - o   Education

  - o   Employment History

  - o   Availability

  - o   Background Information

  - o   References

  - o   Supporting Documents

  - o   Truth Clauses

- Applicant Interview Scripts: a single comprehensive master applicant interview script is provided. You may create and customize the interview script to fit your needs. You may also draw from the master template again to make specific interview scripts for each type of position.

- Reference Check Scripts: a single comprehensive master reference check script is provided. You may create and customize the script to fit your needs. You may also draw from the master template again to make specific scripts for each type of position.

- Background Checks/Certifications Verification: Confirm your applicants have the necessary checks and certifications for the position.

- Correspondence: the primary communication medium for the app is Email. Master templates for invitations to apply and invitations to interview are provided. However, each club may find other correspondence necessary, and you may wish to create your own correspondence templates.

The Process

The seven features of the app discussed above allow club leaders to fully manage and oversee the screening process for identified position vacancies.

After the club account is completed, the first step is to create the features necessary for your screening process. First, create a position description, application, and job posting to begin the screening process. Of course creating interviews, background check/certification checklists, and correspondence will also be necessary to support the screening process.

Create
The procedure for creating a feature is basically the same for each feature except job postings. Job postings differ in that they address a specific vacancy to be filled within a specified period. Job posting are created by the club user using a simple form.

Creating the remaining features walks the user step-by-step to select content for the feature from master templates. For instance to create a position description the club user will first select a master template and provide a position name. Then the app will guide the user through each section where they will select content to be included in the final position description. The exact language presented in the master template may not exactly fit the needs of the club, therefore after creation the club user will be able to edit the club template.

Edit

The top level of the edit function for each feature is the template manager. The template manager lists each template and allows the user to preview, edit or remove the template. It also allows the club user to manage the title and order of template sections.

Once a template is opened for editing the user may modify the content of selected segments and/or reorder the sequence of presentation.

The template may be updated from the master at any time. Updating from the master is done at the section level so caution is advised because the section of the template will be completely replaced by the master section when saved.

As with create, editing the job postings differs from the other features. Editing a job posting simply allows the club user to modify the job posting fields with the same form used for its creation.

Review

The review function allows the club user to use the feature templates or review them. The primary feature that provides access to all other features is job postings. Every job posting will be listed for a specified period with a listing of all current applicants for that position. The job posting review serves as a dashboard for all postings by providing hyperlinks to the application, applicant interview, reference checks, background check/certification checklists and correspondence associated with that applicant and job posting.

Additionally, that same information may be viewed by applicant, all applications, all interviews, all background check/certification checklists and all correspondence for a specified period.

Applicants have the opportunity to upload supporting documents such as resumes and other pertinent documents during the application process. Through the review function the club user may view all supporting documents for a specified period based on application date.

Reporting

For Swim Staff Select to grow and improve, we ask that you (and other soft launch users) record your experiences with the app – especially adverse experiences. During the soft launch, we will provide a reporting feature on the 'Connect' page. Users can report difficulties experienced while using the app, and request additional functions/features or modification of existing functions/features. Your feedback will help us improve the app and fix any malfunctions within the app. Changes and fixes will be broadcasted to all soft launch users.

To report your experience with the app, you can give feedback in two ways. The first is the 'Testing Report' option that is in red at the top right of the navigation. The second option is to click on the 'Connect' button and then select the 'Testing Report' option.

Assistance

Every feature page of the app contains brief instructions below the page banner and a help (⊙) icon. Before using the feature, please read the instructions. Clicking the help icon will open a new window with more detailed instructions for that feature. You may wish to leave the help window open during your sessions. As you navigate to different features and click on the help icon the content of the help window will change to that feature. You may also select help on different subjects from the drop-down list. If you prefer a printed copy of the help file, select ALL HELP PAGES from the drop-down list and print the document through your browser.

If you need additional help using the app, please don't hesitate to contact the Nonprofit Risk Management Center for assistance. You may contact us through the reporting tool, the 'Contact Us' page, or by calling us at 703.777.3504 during normal business hours.

Support personnel can view the app through your account so that they can see what you see.