

# **Careers Home/Candidate Gateway Frequently Asked Questions (FAQ'S)**

We have recently implemented a new careers site for certain HHC facilities. Additional HHC facility employment opportunities will also be available on the new careers site on an ongoing basis.

Due to the large number of applications that we receive for each job opening, HHC cannot personally respond to each inquiry.

**Purpose:** Below is a list of questions applicants frequently have during and after submitting an online application. This information will explain a variety of things, including what to expect after submitting an application and how to apply for additional positions.

## Frequently Asked Questions:

### Logging on to the Careers Home Application

**Q:** Does HHC accept paper applications?

**A:** Yes. Paper applications and resumes will still be accepted at all facilities. Please follow the instructions on the job posting to submit your paper resume via fax or in-person.

**Q:** How do I find out what jobs are available?

**A:** From the **Careers Home** Page, enter basic job search information into the search box and confirm the timeframe/date range for the search. Applicable job postings then appear on the page and you can select a posting title to review. Additionally, the most recent job postings are posted in the Latest Postings section.

**Q:** What if someone does not have access to a computer or the web?

**A:** Paper resumes and/or applications will be accepted from those applicants who do not have access to a computer or the internet. Please visit the [facility Human Resources](#) department in person to drop off your resume and other documentation, or make arrangements to send this information to them. Please note the job opening ID of the position(s) you are interested in when submitting your information.

**Q:** Can I apply for more than one job at time?

**A:** Yes. Click on the next desired Job Title link or job posting check box and click the **Apply Now** button.

**Q:** If I'm not sure which job I want, can I just submit a blank application online and let HHC determine the job for which I am most qualified?

**A:** No. To be considered as an applicant at HHC, you must formally apply for a position.

**Q:** Are all sections of the online application required?

**A:** Yes.

**Q:** I applied for a job yesterday. I found another job online that I want to apply for today. Do I have to fill out all my information again?

**A:** Yes, but you must first apply for every job you are interested in and the saved information will default in. While logged on, Careers Home will then retrieve your profile. Careers Home will "remember" some of the information you have already provided. Currently, this includes

any data you have input on your profile, including preferences, education, work experience, references and language pages. Please verify that the pre-populated information is accurate.

**Q: Do I have a time limit on how long I can spend on each section of the application?**

**A:** No. There are no time limits while you are actively using the system to create and submit an application. However, to protect the security of your data, the system will time out and log you out after **20** minutes of inactivity. If you are unable to finish your application, you may click the "Save for Later" button to continue the application at a later time, as long as the position is still available.

**Q: How do I know that you have received my application?**

**A:** Once you submit your application, you will receive a confirmation email, if you have provided a valid email address. You may also check "My Applications" to view your status through the "My Profile" link.

**Q: What if my files are not Microsoft Word, Adobe Acrobat (.pdf) or rich text format (.rtf) documents?**

**A:** At this time, our online system can only accept documents created with Microsoft Word or Adobe .pdf, or rich text format .rtf. You will need to convert your documents before attaching them to your application.

**Q: How can I save my job searches?**

**A:** Job search agents are created by accessing the advanced search page, entering search criteria relevant to the position(s) you seek and then save the criteria. Applicants will be notified periodically about any new positions matching their job search agent(s), provided that their e-mail address is correct.

**Q: I am having a problem using the Back button to get to a prior page. It keeps returning me to the same page, what do I do?**

**A: Do not** use your browser's "back," "forward" or "refresh" buttons to navigate the online careers site. This may cause unexpected results, including loss of data or being logged out of the system. Please use only the navigational buttons within the site.

**Q: I am having a technical problem with my computer that is stopping me from completing the application or applying for a job. What can I do?**

**A:** Follow these instructions to delete your cookies:

**Internet Explorer 6.0 for Windows**

1. On the Tools menu, click Internet Options, and then click the General tab.
2. In the Temporary Internet Files section, click Delete Cookies, click OK, and then click OK again.

**Internet Explorer 5.x for Windows**

1. On the Tools menu, click Internet Options, and then click the General tab.

2. Under Temporary Internet Files, click Settings.
3. Click View Files.
4. On the View menu, click to select the Details command.
5. Highlight them all at once and then either: drag them to the Recycle Bin, press the Delete key, or right-click the files and select Delete.

If you have additional issues, please contact the appropriate HHC [facility Human Resources](#) Office.

**Q:** Which browser(s) can I use to apply for jobs through the Careers Home site?

**A:** Internet Explorer, Mozilla Firefox and Safari are the recommended browsers to use when applying online.

## **FAQs for Employees**

**Q:** What if I do not have a PeopleSoft ID or password?

**A:** If you are working in a facility using PeopleSoft and you do not have a PeopleSoft ID or password, you may apply as an external applicant. Also, you should contact your Manager or facility IT department, as appropriate, and work with them to obtain a network user ID and password.

**Q:** As an HHC employee, how do I update my personal information?

**A:** Employees must change their information by placing a request through their facility Human Resources department.

## **FAQs for External Applicants**

**Q:** What if I have forgotten my User ID and/or password?

**A:** Click on Login Help link located within the log-in section.

If you forget your user name, and as long as you know your email address (if you entered a valid one when you initially registered), your user name will be emailed to you. To receive your password, you will need to know your user name.

*If you did not provide an email address and do not remember your user name, you will need to re-register as a new user.*

**Q:** I have already created an online application and applied for positions. I am now returning to apply for additional jobs and receive a message saying “User Name already exists.”

**A:** If you have already created an account and are a returning applicant, please go to the [Careers Home](#) Page, login to the system using your User Name and Password from your last visit.

**Q:** As an external applicant, how can I modify my profile information?

**A:** While logged into Careers Home, simply click on the **My Profile** link within **My Career Tools** to edit and save your online information. Your applicant record updates automatically once your information is saved. Please ensure that your contact information is updated regularly so we are able to contact you as needed.

**Q:** I am a terminated, retired, or former HHC employee. What should I do?

**A:** Apply as an external applicant and indicate this when asked in your application.

**HHC Facility Human Resources/Recruiting Department Locations**

<b>MANHATTAN</b>	
<p><b>HHC Central Office</b> 346 Broadway, Suite 711 New York, NY 10013 Phone: (212) 442-0352</p> <p><b>HHC Health &amp; Home Care – Main Office</b> 160 Water Street, 9<sup>th</sup> Floor New York, NY 10038 Phone: (646) 458-6193</p> <p><b>MetroPlus Health Plan</b> 160 Water Street, 4<sup>th</sup> Floor New York, NY 10038 Phone: (212) 908-8600</p> <p><b>Bellevue Hospital Center</b> 462 First Avenue - Room A129 New York, NY 10016 Phone: (212) 562-6283</p> <p><b>Harlem Hospital Center</b> 16 West 137<sup>th</sup> Street (Women's Pavilion),6<sup>th</sup> Floor New York, NY 10037 Phone: (212) 939-2593</p>	<p><b>Renaissance Diagnostic &amp; Treatment Center</b> <i>Apply @ Harlem Hospital Center:</i> 16 West 137<sup>th</sup> Street (Women's Pavilion),6<sup>th</sup> Floor New York, NY 10037 Phone: (212) 939-2593</p> <p><b>Metropolitan Hospital Center</b> 1901 First Avenue Room 121A New York, NY Phone: (212) 423-6172</p> <p><b>Coler-Goldwater Specialty Hospital &amp; Nursing Facility</b> 1 Main Street Roosevelt Island, NY 10044 Phone: (212) 318-4465</p> <p><b>Gouverneur Healthcare Services</b> <i>Apply @ Coler-Goldwater Campus:</i> 1 Main Street Roosevelt Island, NY 10044 Phone: (212) 318-4465</p>
<b>BROOKLYN</b>	
<p><b>Kings County Hospital Center</b> 451 Clarkson Avenue Room T-125 Brooklyn, NY 11203 Phone: (718) 245-2022</p> <p><b>East NY Diagnostic &amp; Treatment Center</b> <i>Apply @ Kings County Hospital Center:</i> 451 Clarkson Avenue Room T-125 Brooklyn, NY 11203 Phone: (718) 245-2022</p> <p><b>Dr. Susan Smith McKinney Nursing &amp; Rehabilitation Center</b> <i>Apply @ Kings County Hospital Center:</i> 451 Clarkson Avenue Room T-125 Brooklyn, NY 11203 Phone: (718) 245-2022</p> <p><b>HHC Brooklyn Central Laundry</b> 645 Kingston Avenue, 2<sup>nd</sup> Floor Brooklyn, NY 11203 Phone: (718) 245-2927</p>	<p><b>Woodhull Medical Center</b> 760 Broadway - Room 3A140 Brooklyn, NY 11206 Phone: (718) 963-8132 <i>Note: Applications are accepted in person from: 9AM – 12PM Wednesdays thru Fridays</i></p> <p><b>Cumberland Diagnostic &amp; Treatment Center</b> <i>Apply @ Woodhull Medical Center:</i> 760 Broadway - Room 3A140 Brooklyn, NY 11206 Phone: (718) 963-8132 <i>Note: Applications are accepted in person from: 9AM – 12PM Wednesdays thru Fridays</i></p> <p><b>Coney Island Hospital</b> 2601 Ocean Parkway, Building 6 Brooklyn, NY 11235 Phone: (718) 616-4826</p>
<b>QUEENS</b>	
<p><b>Queens Hospital Center</b> 82-68 164th Street "T" Building, 6th Floor Jamaica, NY 11432 Phone: (718) 883-4841</p>	<p><b>Elmhurst Hospital Center</b> <i>Apply @ Queens Hospital Center:</i> 82-68 164th Street "T" Building, 6th Floor Jamaica, NY 11432 Phone: (718) 883-4841</p>

<b>BRONX</b>	
<p><b>Jacobi Medical Center</b> 1400 Pelham Parkway South, Staff House Building, Room 101 Bronx, NY 10461 Phone: (718) 918-3520</p> <p><b>Jacobi Medical Center - Nurse Recruitment</b> 1400 Pelham Parkway South, Nurses' Residence Building, Room 13N10 Bronx, NY 10461 Phone: (718) 918-7190</p> <p><b>North Central Bronx Hospital</b> <i>Apply @ Jacobi Medical Center:</i> 1400 Pelham Parkway South, Staff House Building, Room 101 Bronx, NY 10461 Phone: (718) 918-3520</p> <p><b>North Central Bronx Hospital - Nurse Recruitment</b> <i>Apply @ Jacobi Medical Center:</i> 1400 Pelham Parkway South, Nurses' Residence Building, Room 13N10 Bronx, NY 10461 Phone: (718) 918-7190</p>	<p><b>Lincoln Medical &amp; Mental Health Center</b> 234 Eugenio Maria De Hostos Blvd (East 149<sup>th</sup> Street) 2<sup>nd</sup> Floor, 2D2, Room 386 Bronx, NY 10451 Phone: (718) 579-6270</p> <p><b>Morrisania Diagnostic &amp; Treatment Center</b> <i>Apply @ Lincoln Medical &amp; Mental Health Center:</i> 234 Eugenio Maria De Hostos Blvd (East 149<sup>th</sup> Street) 2<sup>nd</sup> Floor, 2D2, Room 386 Bronx, NY 10451 Phone: (718) 579-6270</p> <p><b>Segundo Ruiz Belvis Diagnostic &amp; Treatment Center</b> <i>Apply @ Lincoln Medical &amp; Mental Health Center:</i> 234 Eugenio Maria De Hostos Blvd (East 149<sup>th</sup> Street) 2<sup>nd</sup> Floor, 2D2, Room 386 Bronx, NY 10451 Phone: (718) 579-6270</p>
<b>STATEN ISLAND</b>	
<p><b>Sea View Hospital Rehabilitation Center &amp; Home</b> 460 Brielle Avenue, Room ADM 101 Staten Island, NY 10314 Phone: (718) 317-3290</p>	

Please remember to note the position(s) that you are interested in applying for when submitting your resume/application to our facilities.