

HEALTHCARE PROVIDER



HOW WE HELPED TO POSITION A NATIONAL HEALTHCARE PROVIDER TO BECOME A WORLD CLASS LEADER

Working with Australia's largest non-government community services provider, to perform a diagnostic overview of their 1,600 sites Australia-wide, who employ a network of 40,000 employees and 30,000 volunteers nationally.

SOLUTION HIGHLIGHTS

- **Defined pathway to evolve resourcing functions**
- **Current state assessment against future business requirements**
- **Pin pointed avenues to broaden and elevate talent acquisition**

Case Study: Future State Recruitment Diagnostic

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Case Study: **Future State Recruitment Diagnostic**

HOW WE PROVIDED AN ACTIONABLE SET OF RECOMMENDATIONS

SCOPE AND SCALE

This is Australia's largest non-government community services provider, with 1,600 sites Australia-wide, who employ a network of 40,000 employees and 30,000 volunteers nationally.

And provides services to children, young people and families, people with disabilities, and older Australians, in urban, rural and remote communities, including residential and community care, child care, homelessness prevention and support, family support, domestic violence and disability services.

SITUATION

PeopleScout were engaged to conduct a Recruitment Diagnostic of its current recruitment function which includes a review of recruitment tools and technology, recruitment team structure and process and allocation of recruitment costs.

The purpose of the review is to provide the client with a road map that allows the current transactional recruitment function to transform into one that is optimised for deliver that reduces risk and cost while increasing quality with improved process efficiency.

Further outcomes include a recommendation on a future state recruitment model that positions this client for aggressive growth targets over the short to medium term period.

SOLUTION

PeopleScout's solution is one that addresses the provider's core objectives and embraces the organisational values of challenging convention, exploring new possibilities and dare to dream for a better future.

The recommended model combines dedicated service line focused personally with the latest technology and sophisticated recruitment processes to source market leading talent.

The model will view talent holistically, inclusive of internal and external talent creating pipelines that increase the speed and access to talent, leverages talent across business units, facilitating internal mobility and retaining core talent through succession whilst reducing the time to hire.

The solution addresses the key recruitment and sourcing challenges into six core deliverables that will underpin the solution known as critical success factors:

- Quality of Talent
- Quality of Service
- Innovation
- Process Efficiencies
- Analytics and Reporting
- Cost

