


Staff Recruitment

Effective Staff Recruitment and Retention



**In the spirit of reconciliation, HotDoc
acknowledges the Traditional Custodians of
country throughout Australia and their
connections to land, sea and community.**

**We pay our respect to their elders past and
present and extend that respect to all Aboriginal
and Torres Strait Islander peoples today.**

- Average cost of recruitment of an employee \$5,000 (per employee)
- It takes an **average** of 68 days to fill a vacant position in Australia.
- Average cost is approximately 6-9 months salary (recruitment and training). (\$40,000 a year = 20-30k in recruitment and training expenses)
- You or your manager WILL spend countless hours vetting CV's, scheduling interviews, holding interviews, checking references, etc.
- Bottom line:
 - Costly
 - Time draining

Time is Money

A close-up photograph of a person wearing a white lab coat, with their right hand pointing at a tablet screen. The background is slightly blurred, showing more of the lab coat and a cup of coffee.

The truth about Recruitment



- Maximise your time and search by identifying your needs BEFORE you start your recruitment process
- Identify likely hours
- Identify your salary range
- Short term and long term goals



- What are your MUST haves verses your WANTS?
- What is negotiable?
- Do you have the ability to train? (spoiler, not always an option especially in a new start up)
- Be realistic, know your market
- What time frame do you have to work with

- Listing as Private Advertiser on Seek results in 70% less exposure rate per Seek
- “Submit your CV and Cover Letter”
- Use your planning stage for your advert creation
- Utilise FREE sources
- A high volume of MUST’s can decrease applicants
- “What’s in it for me?”
- Morale: current staff should hear from you, not read you are hiring



Advertising

- Do not discredit interview questions such as “what is your weakness”
- Keep in mind the applicant is interviewing **you** as well
- Review the CV briefly before each interview.
- Give hypothetical questions based on the scope of practice
- Keep in mind this is often ***as good as it gets***
- Do not fully discredit a gut feeling
- Second Interview often provides clarity if on the fence
- Uncommon questions and their value
“If you could be any animal, what would it be and why?”



Interview Tips



“The Unicorn”

- Ideal candidate
- Experience you want/need
- Personality that fits your clinic
- Customer Service Oriented
- Desired Years of experience, desired knowledge
- Interviews and presents well.
- Other qualities



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**You MAY not
find your
Unicorn.**



Re-evaluate

- Who are your top candidates?
- What experience do they have?
- Do any candidates have a good amount of TRANSFERABLE SKILLS?
- Are any of your top candidates able to fulfil this role?
- Do you have the ability to continue to try to recruit without hiring?
- Review wording of advert, sources of posting, and applicants that were not short listed or interviewed
- Re-evaluate your wants and must haves
- Any potential future unicorns?

A woman with dark hair pulled back, wearing a dark blue sleeveless top, is smiling and holding a black telephone receiver to her ear. The background is a soft-focus office setting. A large white circular graphic is on the right side of the slide, containing the title and list.

Staff Retention

- Hiring Staff is costly!
- Patients do notice staff turnover
- Staff turnover and learning curves can result in unhappy doctors.

- “How do you build morale?”
- Having a positive work environment and boosting morale does not always mean spending money.
- Morale is daily
- Are your staff appreciated? Do they FEEL appreciated? Can be two very different answers.
- Birthdays, Anniversary's, important days (death)
- Acknowledgment
- Positive Connection



Morale

- Unicorns can turn into disasters, too
- A good contract is worth its weight in gold
- Know when to cut losses
- Familiarise yourself with Fair Work and legal rights and responsibilities as an employer. Seek professional advice when needed.
- Small business code
- Performance Management
- Document, document, document!





Thank You



Focus
Accreditation

April Ratajczak, RN

0439 361 897

info@focusaccreditation.com.au

www.focusaccreditation.com.au





OTHER STATE DATES
COMING SOON

Industry Insights Evening, Tasmania

Wednesday 28th October 7:00pm - 8:30pm

Via Zoom

Discuss | Network | Celebrate

HOSTED BY



Magali De Castro
Clinical Director



Dr Jagdeesh Singh Dhaliwal
Medical Advisor



HotDoc

WEBINAR

1 CPD

SPECIAL GUEST SERIES

Wound Care in General Practice

Wednesday 4th November at 12:30pm AEDT



Hosted by

Jan Rice

Director Wound Care
Services & Wounds R US



WOUNDS R US

An illustration featuring several diverse characters representing healthcare and patients. On the left, a Black female nurse in a green uniform with a stethoscope stands behind a young man with orange hair in a white shirt. Below them is a young woman with blonde hair in a green shirt. On the right, an elderly woman with white hair and glasses in a pink shirt stands behind a woman with dark hair in a green scrub top. Below her is an elderly man with thinning hair in an orange sweater. All characters have their arms outstretched towards the center. In the center is a logo with two hands holding a green heart, followed by the text 'for the love of Healthcare' in a mix of script and sans-serif fonts.

JOIN THE CONVERSATION



April & Magali will be available to answer any further questions via the **Hot Topic** post in our communities feed.

Join here <https://www.facebook.com/groups/fortheloveofhealthcare>