



POSITIONING A NATIONAL HEALTHCARE PROVIDER TO BECOME A WORLD-CLASS LEADER

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

SOLUTION HIGHLIGHTS

- **DEFINE PATHWAY TO EVOLVE RESOURCING FUNCTIONS**
- **ASSESS CURRENT STATE AGAINST FUTURE BUSINESS REQUIREMENTS**
- **PINPOINT AVENUES TO BROADEN AND ELEVATE TALENT ACQUISITION**

PROVIDING ACTIONABLE RECRUITMENT RECOMMENDATIONS

SCOPE & SCALE

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

The client 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 performed a recruitment diagnostic of the client's current recruitment function including 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 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.

SOLUTION

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

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

The model views talent holistically – including both internal and external talent – creating pipelines that increase the speed and access to talent, leverage talent across business units, facilitate internal mobility and retain core talent while reducing the time to hire.

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

- Quality of talent
- Quality of service
- Innovation
- Process efficiencies
- Analytics and reporting
- Cost

