Operational Workflows

This document is designed to assist with implementing Care Friends.

 **Action**

**Task**

**Responsible**

Person or location (site/corp)

Internal Launch to business

 The scheme needs to be launched to staff. Launch planning guide, toolkit and resources and support are provided. Who is responsible for the launch?

For non ATS integrated platforms, candidate progress through recruitment needs to be updated in portal to trigger notifications and points allocation. This includes the steps below. Full training & support is provided.

Update the Care Friends Portal

CF Portal updating

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**1.Load job into Care Friends & nominate recruiter responsible** When a candidate expresses interest in a job, they appear in the portal instantly and a nominated employee (recruiter, or site admin etc.) is notified via email. Also the referrer is notified.

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A nominated employee usually in HR or payroll department is notified by email when a payment request is received. Payroll approves the request in the portal and includes it in the next pay run.

**2.** **Candidate status is updated in Care Friends, as below:**

2a – Contacted

2b – Interview Scheduled

2c – Interview Successful/not

2d – Job Offered

2e – Started Work

2f - Retention Milestone

 Through the recruitment stages the candidate progress needs to be updated to ensure notifications are sent and points are allocated. This can be done at site or HR level.

2a-

2b-

2c-

2d-

2e-

2f-

Ongoing Engagement

(Superuser/Champions/Internal Marketing)

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Employee requests points pay-out.

HR, communications team or Care Friends super user are responsible for ongoing engagement of the app with guidance from Care Friends.