Operational Workflows

Use this document to allocate responsibilities to share the management of your referral policy.

**Action**

**Task**

**Responsible**

Person or location (site/corp)

Internal Launch to business

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

Update the Care Friends Portal

CF Portal updating

updatingUp

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

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

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**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 (comes with email reminder when this milestone is met)

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-

HR, Comms, Champions, Execs or Super Users are responsible for ongoing engagement of the app with guidance from Care Friends.

Ongoing Engagement (Superuser/Champions/Internal Marketing)

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A nominated employee (usually HR or payroll) 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.

Employee requests points pay-out.