



CHA Conference 2015

Recruit for Fit

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Mercy Health





Mercy Health

Care first

The next 20 minutes



Workforce Demographics



Recruitment Tools



Mission, Vision & Values



Measuring Success



Model of Care



Learnings

“A good beginning is of great importance.
You must waste time with visitors.”

Catherine McAuley to Frances Warde, 24 November 1840.

Mercy Health



Mercy Health
Care first

As a Catholic organisation, Mercy Health is grounded in a 2,000 year tradition of caring for people in need.

We employ over 6,500 people.

We respect each person's need to be nourished physically, emotionally, socially and spiritually.

Our priority is always to **care first.**





Mercy Health
Care first

Know your demographic

- 85% female
- 50% work part time
- 30% work casually
- Average age is 45 years
- 79 languages spoken
- Represented by 100 countries



Culture & ethos



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“Culture fit is the glue that holds an organisation together. That’s why it’s a key trait to look for when recruiting.”

Harvard Business Review July 2015.



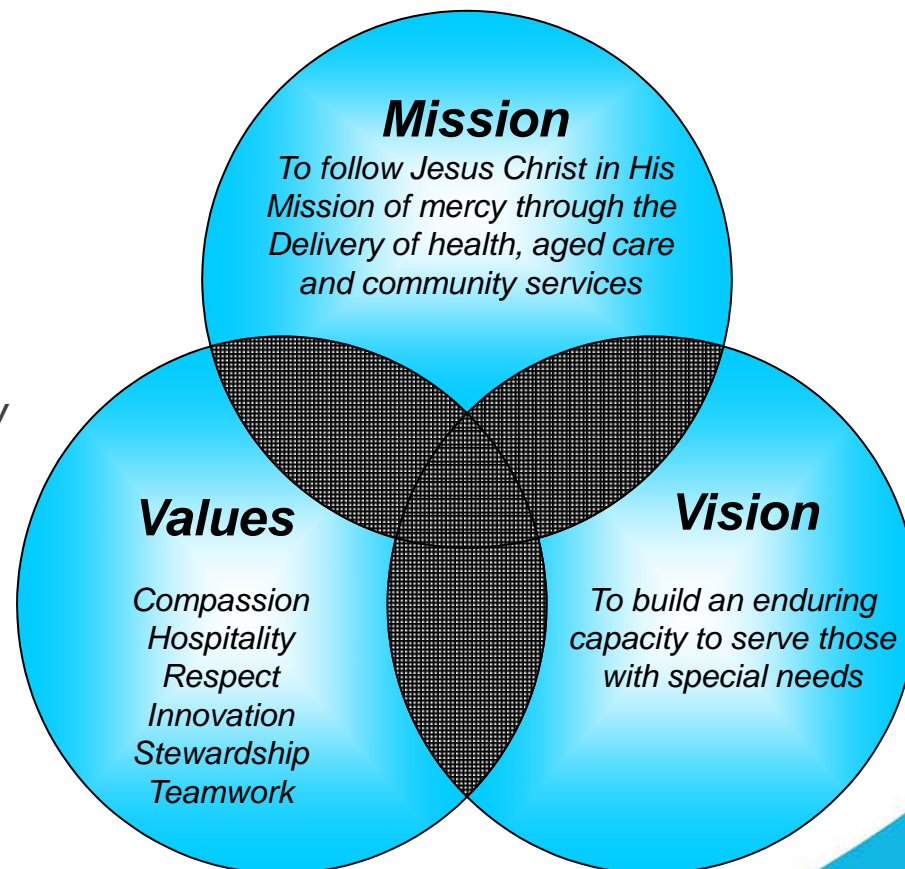


Mercy Health

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Mission, vision and values

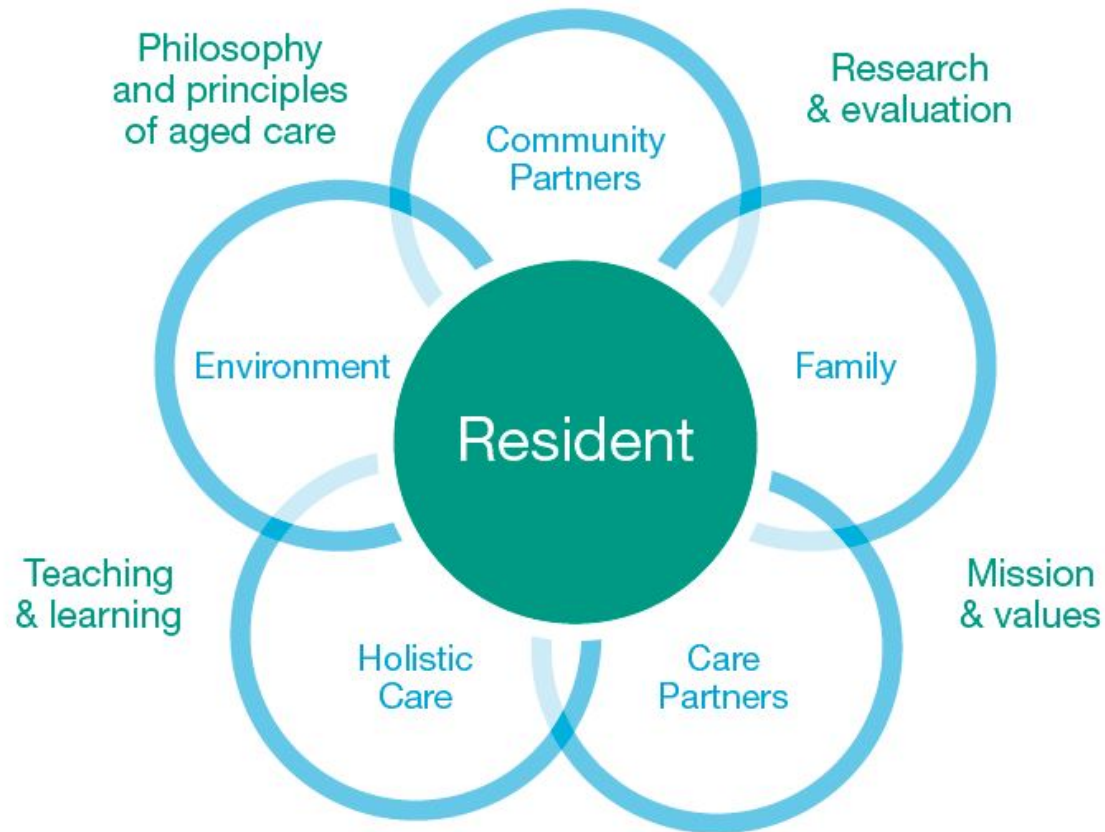
- *Attraction & Retention*
- *Recruitment and Selection*
- *Orientation*
- *Talent Management*
- *Performance Development Review*
- *Learning & Development*
- *Separation*



Model of Care



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Recruitment tools

- Recruitment & Selection Training
- Behavioural interview questions
- Assessment centres
- Online interview tool – Sonru
- Reference checks
- Psychometric Testing
- Traineeships





Mercy Health

Care first

Measuring our success

- People & Culture Data
- 98% Retention rate
- Employee Referrals
- Internal Hires and Promotions
- Continuity of Care





Our learnings

- Everyone is responsible
- Define your culture: values, goals, and practices
- Alignment between what is promoted externally and what is experienced internally
- Culture fit is key!





Mercy Health
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AHRI INCLUSION AND DIVERSITY AWARDS 2014

AHRI R U OK? WORKPLACE AWARD

WINNER



AHRI INCLUSION AND DIVERSITY AWARDS 2014

AGE DIVERSITY IN THE WORKPLACE AWARD

WINNER



industry leader

