

CASE STUDY

Catholic Healthcare



Challenge

- Catholic Healthcare was growing at a rapid rate and losing oversight over their workforce. From 2018-2021, Catholic Healthcare's head count had increased by 40% with a 300% increase in the use of labour hire staffing agencies, and consequent spending.
- The on-boarding process for new hires was unclear and disconnected leading to a loss of candidates before they even began working for Catholic Healthcare.
- There were challenges with the use of their recently implemented ATS, specifically around business usage and lack of available analytics
- The Talent Acquisition team did not have the capacity, nor deep skills and expertise, to review the current issues in the workforce planning strategy and processes and improve them to support the businesses growth.

Collaboration Approach

In November 2021 Catholic Healthcare engaged The Human Collaborative to review their approach to Talent Acquisition, focusing on:

- Review of strategic drivers and workforce elements needed to meet business goals;
- Assessing the end-to-end recruitment activities, policies, processes and practices to provide recommendations on a future-state Talent Acquisition capability
- Providing recommendations on technology requirements to underpin the future-state Talent Acquisition function
- Review of relevant people, recruitment and workforce data to provide workforce and TA insights, risks and impacts.

Results

On the back of this review, The Human Collaborative provided three key recommendations to Catholic Healthcare alongside a strategic roadmap for how to implement these recommendations:

- A full-service Talent Acquisition Operating Model for the whole business
- A technology roadmap including; the optimisation of their ATS and implementing a clear governance structure with their ATS provider. A further review of additional technologies and tools was also completed.
- Optimised TA processes to enable more effective TA capability was designed and implemented