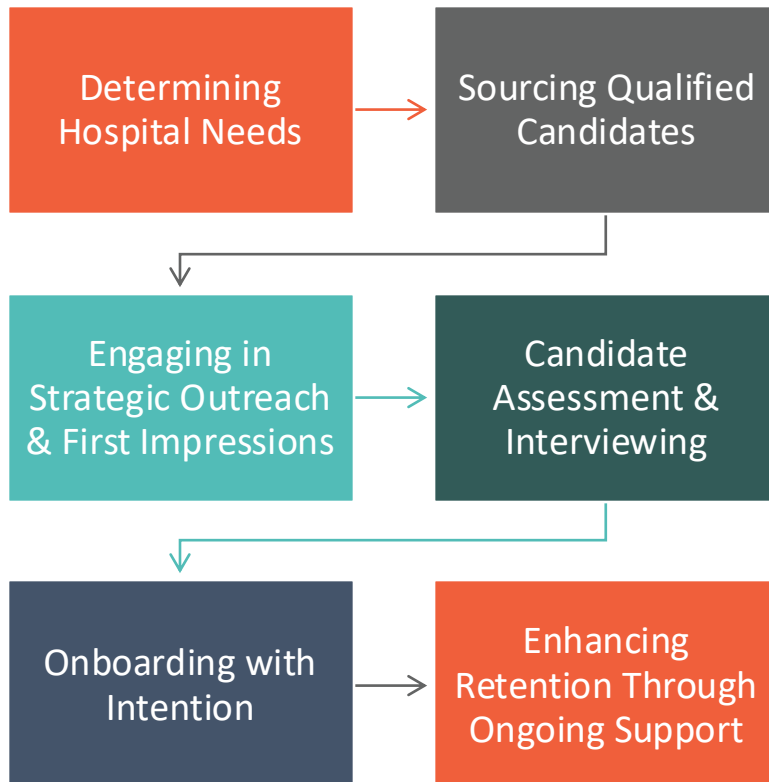# WellHaven
Pet Health

Para Hiring Support & Lifecycle Roadmap

Hiring with Purpose: Growing Our Para Teams

Determining Hospital Needs

Gather Key Insights

- Collaborate with MedOps & People Team

- Understand hospital-specific needs and role gaps

- Align early to ensure hiring remains within labor targets

Assess Current State

- Review turnover and staffing data

- Clarify needs for licensed vs. support roles

Define the Role

- Use job templates in ClearCompany

Secure Approvals

- Obtain sign-off from MedOps & Finance (based on budget/labor targets)

Post & Manage in ClearCompany

- Post requisition and monitor daily

- Resource: How to Create & Post Job Requestions

- Review, interview, and decide quickly to keep momentum

Sourcing Qualified Candidates

Know What You Need

- Understand the role: What are the must-have skills? (e.g., tech license, anesthesia, surgery, patient care)
- Clarify key responsibilities so you can speak confidently about the position

Use the Right Words

- Use clear, role-based keywords in job posts and conversations to attract the right talent

Look Close to Home

- Research nearby practices (within ~30 miles) to find where similar roles exist. These are good sources for referrals or networking

Build a Local Pipeline

- Attend community events or vet meetups
- Volunteer, visit local schools, and participate in student career fairs
- Always carry your business card, you never know who you'll meet!

Resources:

- **Job Boards:** Hound - Scout, Indeed
- **Local Outreach:** AVMA-Accredited Vet Tech Programs
- **Social Media:** LinkedIn
- **Facebook Groups:** Veterinary Technician Job Network of the USA , The Positive Vet

Strategic Outreach & First Impressions

Set the Tone Early

- Respond to candidates within 24 hours of application

- Use kind, personalized messaging - mention a skill or note from their resume

Follow Up Thoughtfully

- If no response, reach out again after 72 hours

- Track all communication and status in ClearCompany

Prioritize Speed

- Licensed staff often receive multiple offers quickly

- Being first shows your team is organized and engaged

Maintain Professionalism

- Always be respectful, especially when contacting candidates from nearby practices

Reflect Your Values

- Even if you're not moving forward, thank them for their time and interest

- Every candidate interaction reflects your hospital culture
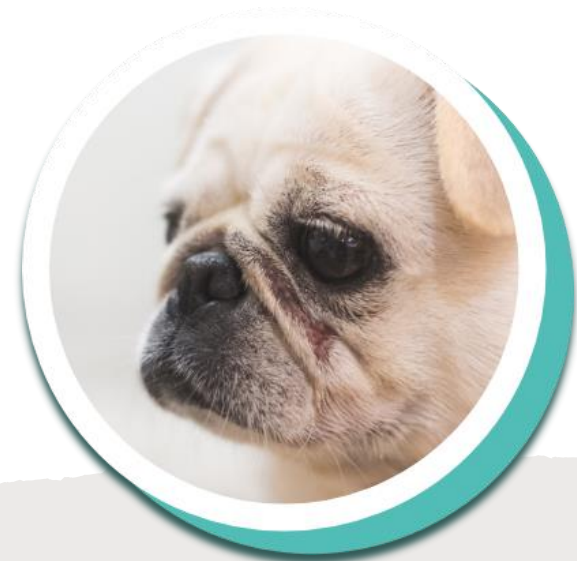
Candidate Assessment & Interviewing

Set the Stage

- Conduct phone/video interview to qualify the candidate
- If moving forward, schedule in-person interview and update ATS to "Observation Scheduled"
- Notify your MedOps partner to align on interview timing

Create a Strong First Impression

- Make the candidate a priority and feel welcome - small gestures like coffee or a warm greeting matter
- Use structured, behavior-based questions to guide discussion
  Resource: Generate & Complete Scorecard

Support a Fair Process

- Ensure consistency and reduce bias in how candidates are evaluated
- Debrief with the team after interviews to assess fit and alignment

Resources:
- [Phone Screen Guide]
- [Legal Interview Question Guide]
- [Role Specific Interview Questions]

Onboarding with Intention

Move Smoothly into Onboarding

- Background check automatically triggers after offer acceptance

- If cleared → move to Paycom onboarding

- If flagged → contact People Team for support

Set up New Hire in Paycom

- Enter the new hire into Paycom's New Hire Queue

- Ensure all information matches the offer letter

- Add License # and Issue/Expiration Dates if applicable

Resources:

- How to add Employee to Paycom

- How to Resend Self-Onboarding Invitation & Checklist

- [Onboarding Checklist]

Hired! Now What? Support & Retention

Create a Welcoming Experience

- Provide a warm welcome and full hospital tour

- Introduce the team and review schedule, policies, and expectations

- Assign a point person for questions and encourage open communication

- Share materials on the referral program, CE/events, and training resources

Day One Required Tasks

- Complete I-9 in Paycom

- Submit Activation PAF: Activating Employee in Paycom

Job Role & Training

- Complete First Day - Paycom ESS Training

- Use Phased Training Guides from the Knowledgebase
- Begin role-specific training and shadowing

Support Ongoing Success

- Schedule regular check-ins
- Assign a mentor for ongoing support and development

Q&A / Discussion

What's working well in your onboarding today?

Where could HR offer better support?

What ideas do you have to improve new hire experience?