

## Onboarding Roadmap for PCNs/Practices

Onboarding is the first chance for the Practice to make a good impression on their new employees, and to ensure that they have a great experience. This is a golden opportunity to set the scene for a good employment relationship and as a result of it, increase staff retention.

All below listed elements are integrated and will allow your new recruits understand your Practice better, the culture and the people within, as well as what is expected from them in their roles.

### 1 You have a vacancy to fill

- Review your needs - do not recruit 'like for like'
- Review Job Description and Person Spec.
- Use inclusive language
- Allow disabled applicants to declare and ask for adjustments
- Advertise your role online
- Place your advert on social media and your website

**Remember:**

Make sure to promote in your advert:

- The organisation's activities and values
- Reward and benefits package
- Flexible working practices, where available.
- Details of how to apply and the deadline

### 3 Shortlisting

- Inform unsuccessful candidates ASAP
- Email out Interview invites clearly stating date, time and location
- Plan interview location, room availability, confirm the interview panel
- Review any reasonable adjustments requests from candidates

**Remember:**

- Inform candidates about all logistics: parking, where to report on the day;
- Inform your receptionists about the interviews so they can direct candidates with no delay.

### 5 Offer of Employment

- Issue contract and offer of employment
- Complete pre-employment checks
- Plan PC & IT access
- Mandatory training access
- Think badge & keys
- Inform on transport and parking options

**Remember:**

Communicate with your team that a new team member will be joining them, i.e. photo and note in staff newsletter

### 7 Probation

- Set objectives for the probation period
- 3 months review
- Monitor mandatory training completion
- 6 months completion

**Remember:**

It is important to have regular conversations on their progress. If they not there yet at the end of 6 months consider how/if you can support them further?

### 2 Recruitment/Preparation

- Plan interview dates before posting your vacancy
- Think about the interview panel
- Plan your interview process and review questions
- Set shortlisting criteria
- Follow the Interview checklist

**Remember:**

- Consider how you will assess suitability of your candidates?
- Would it be helpful to add to your face-to-face/Microsoft teams interview an initial telephone interview stage, presentation, written assessment?
- Does the interview location meet accessibility standards?

### 4 Interviews

- Follow same interview format for all candidates
- Inform candidates about the next stages of the recruitment process (if applicable)
- Inform unsuccessful candidates
- **Make an offer of employment to the successful candidate**

**Remember:**

- Think about the first impression you are making on the candidates.
- Be professional, introduce the interview panel, offer refreshments.

### 6 Induction

- Complete an Induction Plan and schedule what your New Starter will do and who they will meet over their first weeks at your Practice. This will help your new employees to adjust or acclimatise to their new jobs and working environment.
- Assigning a mentor that will support them through their probation will support building their knowledge and get them up to speed in no time.

**Remember:**

It is important for the new starter to receive their induction plan at least one week in advance. It will help them settle in more easily and calm any nerves on their first day.

### 8 Appraisal

- Plan objectives for your employee - complete Appraisal
- Ensure you have regular 1-2-1's
- Speak to them about their training and development needs

Contact the Kent & Medway Primary Care Training Hub for training and development opportunities for your new member of staff.