

RISK SIMPLIFIED

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Managing the Recruiting and Onboarding Process: Onboarding

By Chandler Wright

Recruiting for a vacant position can be stressful for an agency. The search for the ideal candidate consists of job postings, applicant screenings, interviews, and job offers. All of these steps are essential to finding the person who will be the best fit in the position. Once the ideal candidate has been found, the next step is to take the new employee through the agency's onboarding process. Onboarding is defined as the process of integrating a new employee into the workplace, or familiarizing them with the processes and procedures of an agency. Onboarding can take place over several months, or even the first year if needed. It is important to have the onboarding process documented so that all new employees have the best experience possible. Successful onboarding makes a great impression on new employees and helps them to feel welcomed while also preparing them for their new job.

Introductions

Current employees should be alerted to the new employee's arrival, including what their start date will be and what position they will be filling. This notice to employees will prepare them to help the new employee when the time comes, and help them feel welcomed. To make the new employee's transition as smooth as possible, it is essential to introduce them

to all the right people. If possible, the new employee should be introduced to the proper Human Resources representative on their first day in order to sign all the required paperwork for payroll, benefits plan, retirement plans, etc.

Training

Every new employee at an agency will need to go through training. Some jobs will require more training



than others, but every new employee will need to be trained on the agency's policies and procedures. Training must take place before the new employee is expected to perform new job duties. For example, if the employee must wear a respirator, they must be trained on the use and care of that respirator before they begin to use it. A new employee training program may include the following topics:

- [Injury and Illness Prevention Program](#)
- [Emergency Action Plan](#)
- [Employee Handbook](#)
- [Required personal protective equipment](#)
- [Code of safe work practices specific to their job](#)

New employees should receive any and all safety training related to their job duties. Agencies should refer to the Job Hazard Analysis (JHA) for the new employee's position to identify the required trainings. All training should be well documented, including sign in sheets if applicable, tests, or other knowledge checks. Documentation should be kept in accordance with the agency's recordkeeping policy.

PRISM has partnered with [Vector Solutions](#) to provide online trainings covering a variety of [topics](#). This web-based platform also allows agency's to upload their own training programs or documents. Each training can be individually assigned to each employee, who must create their own login to complete the assigned trainings. This allows for easy recordkeeping and verification of training.

Periodic Reviews

It is important to remember that the onboarding process can be overwhelming. There are lots of new faces, new locations, new responsibilities, etc. There will be lots of questions, and everyone involved will need to show some level of patience as the new employee is settling in. It is important to have periodic



reviews with new employees. The agency should determine how often these reviews should take place and document the process.

These review meetings are an excellent opportunity to see how the new employee is adapting with the agency, how well they are adjusting to their new job responsibilities, and to go over any concerns that they may have. These meetings are also a great time for setting goals that the new employee will be able to work towards before the next review. The focus of the meeting should be the new employee and their progress within the organization.

New Employee Feedback

As an extra way to help new employees to feel valued, an agency should ask questions about their onboarding experience, and allow the new employee to provide feedback. This feedback will help future onboarding endeavors be more successful, but also helps the new employee feel that their experiences and opinions are important.

Every agency needs to have a well-documented onboarding process for their new employees. Successfully onboarding a new employee will help them to feel more comfortable with the agency and help them to excel. Any employee involved in onboarding should be trained on the agency's policies and expectations.

If you have any questions, please reach out to the PRISM [Risk Control](#) department.