# Feature Spotlight: Onboarding Workflows

Viventium's Onboarding solution comes equipped with onboarding workflows that effortlessly fit into your existing onboarding process.

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Starting strong sets the tone for success. Welcoming a new caregiver should feel like introducing them to a well-oiled machine. The onboarding process plays a critical role in ensuring clarity and direction from day one, setting new hires up to become productive quickly and embody the values of your organization. Despite its importance, many agencies, facilities, and communities find themselves grappling with inefficient onboarding procedures, leading to miscommunication and unnecessary delays. Navigating the various onboarding steps in the care industry often involves multiple people and coordination amongst them, making it a challenge.

By adopting a standardized approach with automated workflows, organizations can minimize downtime and ensure that new employees are promptly equipped with the resources and knowledge they need to thrive in their new role. Effective onboarding solutions tailored specifically for the care industry creates an onboarding experience that not only increases the speed at which new hires

become productive but can also cultivate long-term employee satisfaction by creating a great experience from the very beginning.

## Administrative Challenges in Onboarding: A Complex Web

Onboarding in the care industry is filled with obstacles. The challenge is not only about paperwork; it's about smoothly bringing new hires into your organization with a process that relies heavily on behind-the-scenes communication and coordination. Data from our 2024 Caregiver Onboarding Experience Report shows that admins are already spending between 49 and 68 hours to get each new hire fully onboarded. Delays to this already long process can cost your organization valuable time and harm the first impression you are conveying to your new hires. Miscommunication often arises when recruiters and hiring managers are not in sync, leading to a disjointed experience for new hires. For example, a recruiter might enter a new hire's information into the system, but the hiring manager remains unaware that the ball is now in their court, causing delays and incomplete onboarding tasks. This not only affects the operational flow on the admin side but also negatively impacts the onboarding experience for the new hire, leading to decreased new-hire retention. After all, the onboarding process is a new caregiver's first impression of your organization. In an industry where caregiver retention is a significant issue, these inefficiencies in the onboarding process can add to the problem.

## Understanding Onboarding Workflows: Notifications and Approvals

Luckily, there's a solution. Onboarding workflows is a feature that lets company admins coordinate effectively when bringing a new hire on board through notifications and approvals. With this, you can set up a process where once the recruiter has submitted a new hire to be onboarded, the hiring manager is notified and must review and approve the new hire before the onboarding process can begin. This workflow ensures everyone is on the same page: the recruiter adds the new hire, the hiring manager gets notified to review and approve, and once approved, the onboarding plan is sent to the new team member. In addition, other members of your organization can be simply notified. This comes in handy if the new hire's future manager wants to be notified of the progress that their new team member is making through onboarding but is not actually involved or needs to give approval for the process to keep moving forward. This streamlined approach helps reduce errors and delays, ensuring a smooth transition for new hires. As a result, new employees can quickly integrate into their roles and contribute to the team's success.

## Automation for Success: Making Your Process Work

Successfully addressing onboarding challenges requires an automated approach that ensures each step of the process is efficiently handled. Using an onboarding system that utilizes workflows to notify and request approval from a designated admin before onboarding can help ensure that nothing

falls through the cracks. This structured approach, supported by automation, keeps your entire organization to the process that has been established. At the end of the day, the best onboarding process is useless if it isn't being followed. Automated notification systems can guarantee that once a recruiter inputs a new hire into the system, the hiring manager has a chance to review and approve the information and tasks assigned. This helps combat human error and run-of-the-mill forgetfulness. After all, the hectic schedules of admins paired with the variety of responsibilities that need to be balanced makes it easy for things to accidentally be missed. Using a software that removes this concern ensures alignment with organizational standards and facilitates a seamless transition for new hires, setting them up for success from day one.

## Elevating Care with Viventium Onboarding

Automated onboarding workflows offer an easy solution to the common miscommunication challenge faced by care providers when onboarding new hires. In addition, having multiple levels of review, say by hiring managers or the finance department, helps with eliminating data entry mistakes. By facilitating communication with structured approvals, onboarding workflows not only enhance operational efficiency but also elevate the quality of the onboarding experience for new hires, leading to higher rates of employee retention.

At Viventium, we tailor our payroll and HR solutions to meet the needs that care organizations like your own need to deal with every day. That's why our Onboarding solution comes equipped with onboarding workflows that effortlessly fit into your existing onboarding process. Forever in it with you, Viventium.

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