Onboarding Best Practices Guide

Pre-Hire Checklist – A Guide to Foster New Team Member Success

At UVA Medical Center, onboarding seeks to accomplish three things:

1. Foster the new team member's ability to reach high levels of productivity as quickly as possible.
2. Convey the value that the Medical Center places on all team members; affirming the new team member's decision to join our organization.
3. Tap into the experience and creativity of the new team member's fresh perspective.

We seek to accomplish these goals through a variety of strategies that begin before the new team member's first day and continue through his/her first year of employment.

Required New Team Member Meetings

Managers/Supervisors are expected to meet with the new team member a minimum of five times throughout his/her first year of employment:

- ☐ Week 2
- ☐ Month 1
- ☐ Month 3
- ☐ Month 6
- ☐ Year 1

Please use the New Team Member Meeting Guides to prepare for your discussions. These guides are provided as a resource to ensure the appropriate information is being covered at specific times throughout the team member's first year of employment. They are intended for your use only. It's recommended that you save all completed guides in the team member's department file.

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Pre-Hire Checklist

- ☐ Announce the new team member's arrival date to key customers and current team members in your department/unit/division
- ☐ Plan the new team member's work schedule for the first few weeks of employment
- ☐ Assign the new team member a **Buddy** and review the expectations of this program
- ☐ Prepare a packet of Welcome Resources that includes the following documents:
  - ▪ A welcome letter to the new team member
  - ▪ **ASPIRE Attestation** document
  - ▪ Information surrounding your department's safety/security policies & procedures
  - ▪ Clocking and timekeeping instructions
  - ▪ Department Directory
  - ▪ List of equipment (if applicable)
  - ▪ Information on Charlottesville (if new team member is new to the area)
  - ▪ Additional appropriate documents for the team member to review within their first two weeks of employment
- ☐ Plan a departmental Welcome Event
  - ▪ Suggestions:
    - ▪ Team lunch/party
    - ▪ Meet-and-greet with department/unit
- ☐ Set up appropriate badge access by emailing **IDServices@hscmail.mcc.virginia.edu** with the new team member's name, his/her 9-digit University ID, and the clearance(s) required for his/her role
- ☐ Arrange for technical and/or other required training via the **Access Request Form**
  - ▪ VPN
  - ▪ Epic
  - ▪ PeopleSoft Applications (i.e. – eProcurement, Kronos, etc.)
  - ▪ ClairVia
  - ▪ Etc.
- ☐ Add new team member to the unit/department's contact and distribution lists
- ☐ Request appropriate shared drive access by emailing **MCCLANID@hscmail.mcc.virginia.edu**

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- [ ] Call/email the new team member prior to arrival to welcome him/her, provide his/her work schedule, and answer any questions s/he may have

- [ ] Prepare the new team member's work area, as applicable:
    - Clean and organize his/her workspace
    - Prepare office computer
    - Order office supplies
    - Assign departmental locker
    - Set up the new team member's departmental mailbox
- [ ] Order business cards (if applicable) by submitting an order to <u>UVA Printing & Copying Services</u>
- [ ] Order office nameplate (if applicable) by submitting a <u>Service Request</u> to Facilities Management
- [ ] Order office/building keys (if applicable) by submitting a <u>Key Request e-Form</u> to Facilities Management
- [ ] Order scrubs (if applicable)
    - Call Linen Services to arrange scrub access
        - Please note that you will need the new team member's 9-digit University ID
- [ ] Order lab coat (if applicable)
    - Contact the University Bookstore
        - Please note that you will need the new team member's size and preferred name
- [ ] Order the new team member a cell phone (if applicable)
- [ ] Set up a new land-line for the team member's desk phone (if applicable) by submitting a Communication Service Request (CSR) Form to <u>Information & Technology Services</u>
- [ ] Reset his/her voicemail box by calling the HIT HelpDesk at 434-924-5334
    - To set up a new voicemail box, submit a CSR to <u>IT Services</u>