

# Providence School Outreach

Winter 2016

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To view job postings, or to apply for a job with Providence, visit <http://www.providenceiscalling.jobs/jobs/>

## WINTER NEWSLETTER: ADVICE FROM TALENT ACQUISITION



**Diana Kimbrough, Providence Health and Services, Talent Acquisition Director** gives advice on some of the questions frequently asked by college students and career seekers.

### What advice or information would you like to give to college students?

College should be a time for fun as well as learning and development in preparation for embracing a new, more independent lifestyle upon graduation. College students should use this time strategically to prepare themselves to get the job that they desire once they graduate. The best way to do this is to gain work experience where possible and seek to do summer internships in whatever field they are pursuing. These jobs will help them to develop marketable skills, build professional networks, and cultivate relationships with individuals who can either hire them after graduation, refer them to other positions that they may be aware of, or serve as a reference for them as they apply for jobs at other organizations. Having work experience can give you a leg up on those who have a similar degree but no experience.

I cannot over communicate and emphasize the importance of cultivating a professional network. Many people secure jobs because someone in their professional or personal network referred them. The right personal references can open a door and connect you to the people who make hiring decisions. Take time to cultivate authentic relationships with professionals from a variety of industries and especially those who do the work that you are striving to do.

It's also important for college students to join clubs and participate in extracurricular activities. Not only will these look good on a resume but they will also help them to meet new people, learn to work within a team environment, and expose the student to new ideas and possibilities helping them to become a more well-rounded individual. I have a son who will be graduating in 2016. I have always encouraged him to get to know his teachers. Once most teachers realize that you are serious about your education and want to learn and make good grades, they will do what they can to help you and oftentimes mentor you if you ask. If you need help, don't be afraid to ask for it. Take advantage of your college experience to learn and grow as an individual. Remember that you are paying to be on campus so don't waste your time and money (or your parent's money) by paying for classes and not going to them.



Upon graduation, finding that perfect job may be a challenge. Especially in today's economy where the unemployment rate is so low. While we all want to make the big bucks and feel personally fulfilled as an individual through the work that we do, it's important to also know that we all have to pay our dues in life by sometimes starting small and working our way up. It may be that you will need to volunteer your time to gain entrance to the kind of job that you want. Being a volunteer gives you a chance to show a company your unique skills and abilities and, if you do a good job, as positions become available, many organizations will hire you. Also remember that we live in a global and mobile world. You may just need to move to a different part of the country for the right opportunity. It can be hard to leave friends and family sometimes, but know that planes and boats and trains and buses will bring you back home for a visit and if you have a job you will be able to pay for the ticket.

Lastly, be courageous and trust in yourself. Know that with the right preparation and training you can do most things that you set your mind to. At Providence, we want to hire self-confident and capable team players who can add value to the work that we are doing. Good computer, writing, and people skills, and the ability to work in a team environment are foundational skills to bring to the table when you are looking for that first professional job.

*“ Know that with the right preparation and training you can do most things you set your mind to.”*

## **What are the current hiring needs at Providence Oregon?**

Providence has a vast array of jobs open. We are a five-state health care system with facilities not only in Oregon but in California, Alaska, Washington and Montana, so joining the Oregon team may open doors to employment in any of these states. As a healthcare provider, we are always looking for physicians, nurse practitioners, nurses, pharmacists, physical and occupational therapists, diagnostic imaging, laboratory and respiratory care professionals. With the new care models, we have a growing need for medical assistants and physician assistants. But don't let the fact that Providence is in the healthcare industry make you assume we only hire healthcare positions. As a fully integrated healthcare system, we hire people into all types of positions – human resources, customer service, information technology, marketing, finance, health information management, nutritional services, and a variety of other kinds of jobs. Anyone interested in learning more about job opportunities at Providence should check out our career site at [www.providenceiscalling.jobs](http://www.providenceiscalling.jobs).

## **What are the anticipated hiring needs in the next five to ten years?**

Physicians and Registered Nurses will always be in high demand, but changes in healthcare models have created a higher demand for nurse practitioners, physicians' assistants and medical assistants. With the need to increase access and decrease the cost of health care, the new goal is to focus on preventive healthcare to keep people healthy rather than having them in hospitals for inpatient treatment of acute and chronic illnesses. Because of this, I think there will be an increased need for social workers, mental health specialists, counselors, exercise therapists, dieticians and even massage therapists. The focus on improving population health is creating a need for data scientists and analyst and healthcare digital innovation will require individuals with technology backgrounds. As a growing organization, Providence anticipates the continued need for people in all disciplines and departments.

## **What can a career seeker do to stand out in the hiring process?**

Take time to develop a resume. Your resume is the tool that you will use to market yourself and, as such, should professionally communicate the unique skills and abilities that you will bring to a position. Your resume is usually the first piece of information a recruiter (and possibly a hiring manager) receives about you. Short of a great referral into the company, your resume is the door opener to an interview.

As a new graduate, you may not have extensive experience to highlight. Use your resume to showcase the experience that you do have. Include information about your degree, special skills, internships, clubs, extracurricular activities and sports that you were involved in. Make sure that it is well written and is free of grammatical and spelling errors. Pay attention to how long it is. Busy recruiters receive hundreds of resumes so don't cause them to skip over your resume because they don't want to read through multiple pages of information, when you could have effectively told your story in one or two pages. If you are applying for a specific position, make sure your resume reflects that experience before you attach it to your on-line application. Applicant tracking systems will look for key words and phrases so you want to make sure that your resume includes some of the key words and phrases that the job posting reflects are minimum requirements. Note also, that some electronic systems do not allow for special formatting, so you may also want to prepare a Rich Text Format version of your resume.



## CORE VALUES

“Our core values are Respect, Compassion, Justice, Excellence, and Stewardship, and we live these values every day. Our focus is on positive interactions and positive outcomes. “

If you are fortunate enough to get an interview, do your homework about the company. Recruiters or managers will want to know why you are interested in a job at their company so doing a little research ahead of time will prepare you to answer this question. They want to know that you want to work for their company, not just that you need a job to pay the bills. Be able to interject some of the things that you learned in your research into your answers to interview questions. Also, take time to write out 3 or 4 questions that you have about the position that you are interviewing for or about the company. Having this information communicates that you are serious about your interest in the position because you took the time to be prepared and learn about the company.

Lastly, always dress for success. Know a bit about the company culture and dress appropriately. If you are interviewing for a position that will place you in front of customers, companies want to know that you know how to dress and that you will be a great brand ambassador for their company. If you aren't sure, it's always better to dress a level higher than the expectation.

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### **Why should someone choose Providence over another health care organization?**

Providence is a faith-based, mission-driven organization. As such, we thrive in a high-respect work environment. We are not known as “employees,” but rather as “caregivers” as we each care for someone whether that be a patient, an applicant, or one another. It sets the stage for an environment of empathy and understanding, coupled with high performance expectations (always striving to be the best in every area). Our core values are Respect, Compassion, Justice, Excellence, and Stewardship, and we live these values every day. Our focus is on positive interactions and positive outcomes.

Our Oregon CEO has an open comments section on his blog. Caregivers express opinions and concerns open and honestly (and usually without anonymity) without fear of reprisal. These comments are taken seriously and updates are provided back to caregivers. Providence's Mission is "As people of Providence, we reveal God's love for all, especially the poor and vulnerable, through our compassionate service." We have a 157 year old history of caring for the people and the communities of the Northwest.

We are committed to whole-person health so we focus on the physical, spiritual, mental and even financial health of our patients and the communities we serve. We also partner and create affiliations with organizations with like values to further improve our communities' health and well-being. As consumer expectations change, Providence adapts and transforms and we are now focusing on using digital innovation to create new access to online services through e-visits and tele-health. Ultimately, one of the biggest things that makes Providence different is that our mission can be felt every day in so many ways.

### **Are there any myths or misinformation surrounding health care careers or the application process that you would like to debunk?**

I think one of the biggest misconceptions is that people apply for jobs and never hear anything back. Providence gets thousands of applications and it is impossible for us to personally follow-up with everyone who applies so we use technology to help us respond to our many applicants. Unfortunately, the electronic responses that people receive don't always meet the needs of our applicants. While we would like to do better, we simply cannot afford to hire the number of people that would be needed for more hands on, high touch follow-up. We are in the process, though, of redesigning our processes so that they are more user friendly for our applicants and will allow them to track the status of their applications via our on-line application.

### **Can you share a bit about your background and how you came to be a director at Providence?**

I have worked in health care Human Resources for the majority of my professional career though I did work as a middle school English and Reading teacher at one time. I came up through the ranks, starting as a receptionist on a recruitment team. I later became a recruiter and was eventually promoted to a manager position. After serving in the manager role for a number of years, I accepted a position as assistant director of human resources where I had responsibility for a team of over 50 employees. Providence recruited me to come to Oregon as the regional director of talent acquisition and this began my career with Providence. My title now is talent acquisition director. I have responsibility for our system-wide executive recruitment team and for the Oregon talent acquisition team. I consider myself a lifelong learner and have an undergraduate degree in psychology, an MBA, and have Senior Professional in Human Resources certification. I enjoy the work that I do leading my teams and working in partnership with our Talent Acquisition Leadership Team to set talent acquisition strategy for the system, allowing us to recruit amazing talent to help the organization continue our Mission and accomplish the goals of the organization.

