



McArthur
Best People Fit

How McArthur's uncompromised due diligence and focus on quality ensures Melbourne has the best possible Infection Prevention Control and Contact Tracing resources.



The Opportunity

With Covid 19 on the rise in Victoria, there was an urgent need for experienced Qualified Infection Prevention Control Nurses and Contact Tracers. We received an initial request from DHHS for 5 experienced Public Health Nurses. But demand quickly increased as infection numbers grew and reports of the high calibre nurses McArthur was supplying were communicated across the Department.

Jane, Renae and the team then started receiving requests from a broad cross section of DHHS management urgently needing staff to support the preventive, outbreak and swabbing teams. These included a range of diverse, non-medical roles such as data managers, legal policy writers and program analysts.

The Challenges

There is no template or precedent to refer to when dealing with COVID-19 and it presents a unique and ever-changing landscape. Staff were needed immediately or ASAP in most cases, and in large volume. Most importantly all staff, both medical and non-medical needed to be of the highest quality and standard. In an environment that involved potential life or death scenarios, we could not afford any margin for error or compromise our stringent checking and assessment methodologies. In addition, media scrutiny was intense and all medical activities constantly under the spotlight.

There has been regular changes in personnel within the Department and Prevention and COVID Outbreak team, which meant we quickly had to build confidence and credibility with new stakeholders and get their buy-in to our processes and strategies.

The variety of staff required also presented a challenge. Our initial brief for Registered Nurses took us into a sector where our candidate database was small, while subsequent requests for non-medical staff required the assistance of other specialist divisions within McArthur.

Supporting our usual stringent recruitment methodology, we quickly put in place a succinct and clear onboarding process and implemented two-way communication strategies. This includes a regular communication forum with the Covid Squad Coordination and Operations Director - providing direct feedback on staff performance and the environments that our staff were working in, and weekly meetings with all key contacts within the Program.

The Outcomes

High calibre teams working across critical frontline and support efforts



COVID outbreak sites

Working on-site within a team of specialist IPC RN's. Feeding info back to contact tracers, writing reports and educating staff re: PPE use and infection control.

'High Risk' locations

Visiting locations deemed as being at "high risk" of a COVID outbreak. Educating people regarding infection control protocols and drawing up prevention plans.

Data, analysis and legal support

Working with data and feedback provided by the frontline teams to help support key decision-making, and both reactive and proactive prevention and control strategies.

To date, McArthur has placed 23 high calibre Registered Nurses and 10 support specialists within the Prevention and COVID Outbreak team, and are currently working on another 15 roles. Based on the quality of the candidates we have provided, DHHS has appointed McArthur to a 12-month contract focused on key support positions.

From the Client

"In my dealings with the McArthur team to recruit nurses, I have been impressed by the service offered. This is of a notably high order. The majority of our growing, high functioning team has been recruited via McArthur. In the months that I have been liaising with Jane, Renae Volz and others of her staff I have been impressed by the unfailingly professional and courteous service provided. Examples of this are the responsiveness of Jane and her team to urgent calls for staff and to any changes in our requirements. It is important to my department to find high calibre staff promptly and reliably. My experience of dealing with Jane and her team has exceeded my expectations and I look forward to our ongoing association."

Maggie Flood

Infection Prevention & Control
Outreach Team Business Manager
COVID-19 Public Health Division



Health
and Human
Services