

integration management concept

1. Foreword / Introduction

In order to strengthen our candidates' contact right from the start, we let them know every step we take towards immigration after recruitment. This is particularly important to us in order to show them clearly that we are always open and free to answer questions. So one of the most important points is to keep in touch and schedule regular phone or face-to-face meetings to talk about situations or events.

2. Preparations after recruitment

2.1. A candidate is recruited by our agency

2.1.1. After recruiting a candidate in Kosovo, Macedonia or Serbia, the service contract is signed at the office in the home country. The first step would be done and to capture this moment, photos are taken with the candidate.

2.2. Documents from the respective country are sent from the office abroad to the office in Germany.

2.2.1. These documents are school and/or professional certificates and diplomas, the CV, the B1 certificate and the candidate's passport.

2.2.2. Information about the candidate

2.2.2.1. A document is filled out by the candidate abroad in order to get to know them better and to be able to respond to wishes in more detail.

These include:

2.2.2.1.1. Desires and goals regarding the exercise location, further education and training.

2.2.2.1.2. An explicit confirmation that the candidate will only be employed in the field of nursing and healthcare.

2.3. The documents submitted will be checked by the office in Germany and categorized as follows

2.3.1. In case of incomplete data:

2.3.1.1. Our employees abroad are informed in order to obtain missing documents or information.

2.3.2. In case of completeness:

2.3.2.1. In order to keep the candidate informed, an acknowledgment of receipt will be sent to the candidate by email.

2.3.2.1.1. In order to inform the candidate about the development of his application and to document the process, we would like to thank you for the application and the trust placed in us.

2.4. Applications at the State Office

2.4.1. At the Lüneburg State Office, we submit an "application for the determination of the equivalence of healthcare professions and the granting of a corresponding license to use the professional title as such". The response to this application is the notification of determination, upon receipt of which we can obtain a visa from the German embassy in the candidate's home country. In order to receive this notice of assessment, the following documents must be submitted:

School and professional certificates and diplomas

CV of the candidate
Information about the candidate

2.5. Waiting for the notice of determination

2.5.1. Once we have submitted the application, we will notify the candidate to keep them updated. It is important to us that we inform the candidates during these steps and at the same time we can keep in touch with the candidates individually. We also ask for your understanding, as the receipt of the notification of determination includes a certain period of time.

2.6. The notice of determination has arrived

2.6.1. As soon as the notice of assessment has arrived, the candidate will be notified, as will our agency in the home country. In order to keep our candidates up to date, we will inform them that the application has been approved and that a suitable employer is now being sought.

2.7. The candidates will enter the CRM system

2.7.1. As soon as we have received the notice of determination, this and all documents will be entered into our CRM system (customer relationship management (= customer management system)). In addition, the home country of the candidate is informed in order to keep them up to date as well. If it is not possible to find an employer in a timely manner, the candidate will be put on a list in order to find a suitable employer for him.

3. Arrive and the first days

3.1. Our service includes picking up candidates from the airport. Candidates arrive on a Saturday so they can spend the weekend recovering from the flight and settling into their home. Candidates are welcomed by our team and escorted to their new home. And to capture this moment, photos are taken with the candidates. Arriving at the apartment, the candidate is given a welcome pack, which includes food and a SIM card so that they can contact their family, friends, employer and agency at any time. Our employees are always available for questions or other discussions.

4. Assistance with relocation management

4.1. In our service is the accompaniment of formalities and visits to authorities, of course. The employer takes care of the search for accommodation and the necessary rental agreement. If the employer is not willing to take on this task safely, we will do so.

5. Establish integration management

5.1. Establishing the integration management concept is particularly important to us, as we will keep our processes clearly defined and transparent in order to have channeled tailor-made suggestions and strategies to all questions and concerns. In order to clearly define responsibilities, the areas of responsibility were specified in the job advertisements for our employees and they have the appropriate working time resources as well as a budget and room for maneuver at their disposal for implementation. Of course, we have a central contact person who closely monitors and updates the entire process. Employees are given the concept in order to create any checklists and work through work packages.

6. Sponsorships and mentoring

6.1. We carefully select the jobs for our nursing staff. It is particularly important to us that the living space is obvious and, if possible, to accommodate it in your home areas. Our welcome mentor aims for clear understandings in working with integration management.

7. organize the recognition process

- 7.1. Compensatory measures and language support are taken over by the employer. They take care of all of our caregivers and give them professional recognition. In order to solve problems effectively, active contact is maintained with the participants during the professional recognition in order to deal with wishes and concerns as best as possible. The professionally qualified nurses in the recognition process are released from us and the face-to-face working hours of the nurse concerned are adapted to the required phases in the recognition process. In order to maintain learning success after the recognition course, we actively approach the candidates and inquire about language development.

8. customize training

- 8.1. As soon as a candidate has found a suitable employer, they will only enter the country once the employer has taken all measures for the induction process. When the candidate has arrived, we will welcome you and pick you up. You will be closely accompanied by the yfe team for the next six months, which means we get in touch with the candidates and actively keep in touch with them. The candidates receive a strategic induction plan with the help of which they are gradually introduced to the day-to-day work of the nurse.

9. accompany team building

- 9.1. Already during the recruitment of a candidate we aim to appear supportive and accommodating to the candidate. During entry, we give the candidates a welcome pack to show them that we are working as a team and are on hand to provide support.

10. expand competencies

- 10.1. Part of our service is that as soon as a candidate is with us, they are registered at the Medical Academy Europe in order to prepare there for the examinations of the recognition course.

11. catch conflicts

- 11.1. In order to prevent conflicts, appointments are agreed on weekly calls between the candidate and our team. In these calls, upcoming and past events are discussed. Should a conflict arise, invitations will be sent to those affected. We send this invitation to a personal meeting to everyone who contributes to the resolution of a conflict.

12. Enable social participation

- 12.1. In order to strengthen contact with the candidate, activities are agreed in which people like to talk about professional and private matters. We aim to convey a sense of togetherness and thus be able to respond to wishes and visions in the best possible way.

13. Dealing with termination and poaching

- 13.1. Contractually signed, our candidates must stay with yf-europe and their company for two years.