

# HealthCare Happenings

Newsletter of the Regional Business Services Healthcare Team

## Making Connections Between Us, the Employer and the Jobseeker



Kim Couture and Angela Watson  
Hawthorne Dental

Great relationships are built through time. In June 2014, Ella Usov of WorkSource Southeast met Dr. Keith Watson of Hawthorne Dental. She helped him recruit for an entry level dental assistant position. Ella also made sure that Dr. Watson qualified for a training grant under the On-The-Job Training (OJT) program. The partnership was featured as an OJT Success Story in an October 2014 newsletter (written by Maren Flores, the OJT Coordinator at that time). Fast forward to September 2015, when Angela Watson, the Office Manager of Hawthorne Dental, reached out to Ella to help fill an experienced dental assistant position. Angela said she had great results from using WorkSource and found that candidates through the program had a "strong work ethic, a positive attitude, and were eager to learn." Angela had found Ella a pleasure to work with as Ella did a great job screening candidates and keeping her

informed throughout the process. Ella was also very focused in finding the right match for the team. For this recruitment, Ella seamlessly endorsed Kristine Deardorff and Maren, the Regional Business Team for Healthcare, to Angela. Angela shared that when she met with Kristine and Maren, she was confident that they would provide the same level of service. And deliver they did! The team searched and screened for candidates from several sources. The efforts paid off, and on October 26, 2015, Kim Couture started work as a dental assistant.



Ella Usov, WorkSource Southeast

### Q & A with Angela Watson:

*What difference did having the assistance make to your recruitment efforts?*

It made the hiring process so much easier! We were struggling to find good candidates through our online ads, but didn't have time for more targeted recruiting efforts. WorkSource helped us by not only reaching out directly to dental assistant programs, but also pre-screening the applicants so that we only received resumes from the strongest candidates.

*What made you decide to hire Kim?*

Kim had a strong resume and an enthusiastic cover letter. She did her research so that she had a good idea of our practice philosophy and our team values. We had a great in-person interview. But mostly, it was her confidence in herself and her clear desire to come work with us and show us her potential.

*How is Kim doing as a new member of your dental team?*

Kim has proven to be a very hard worker who strives to do her best every day. She constantly asks for feedback to make sure that she is meeting the doctor's expectations, and is never afraid to ask questions to make sure she is doing the right thing for the patient. She is eager to learn new skills that will help us be more successful as a practice. We also appreciate her easygoing attitude and sense of humor, which helps put everyone else at ease when things aren't going perfectly—which, at a dental practice, ends up being most of the time!

*What would you tell other employers about the quality of WorkSource services?*

I would strongly recommend WorkSource to any employer who would rather spend their time running their business than searching for help. We have been very pleased with the service they've provided to us so far, and would be happy to work with them again.



Mission of Mercy VI

November 22–25, 2015  
Portland, Oregon

**FREE DENTAL CARE!**

NOVEMBER 23-24, 2015  
6 AM TO 6 PM

Presented & Hosted by the  
OREGON DENTAL  
ASSOCIATION  
at the  
Oregon Convention Center  
777 NE MLK Jr. Blvd.  
Portland, OR 97232

For more info, go to:

[Oregon Mission of Mercy](#)

Interpreters available to assist Russian, Spanish, and Vietnamese patients. The clinic is first-come, first-served. Anyone (adults & children) willing to wait in line can be seen, whether insured or not. Personal ID is NOT required.

## Featured Job:

### Health Services Director

(Job Listing ID# 1484814)

Are you an RN with at least a year's experience in assisted living or skilled nursing? Are you excited to work as an on-care Nurse Supervisor and can you support the Resident Care Director in all aspects of resident care?

A beautifully appointed senior living facility in SE Portland is looking for you! In this facility, memory care is elevated to a new standard of excellence. Their memory care program provides those with Alzheimer's disease, dementia or other forms of memory loss with the support, care and respect they deserve to continue living a full, enriching life.

## QMHP? QMHA? LMP? LCSW? So WITD\* with all these acronyms?

Support Business, Promote Employment

### \*What is the difference?

We've come across those listings- *RN* (Registered Nurse) or *MS* (Master's Degree) required. We just know what these acronyms stand for. And then we have *QMHP* or *CADC* or *LCSW*...What exactly do they mean? How do you obtain one?

Many thanks to Sita Khalsa, PHR, HR Business Partner-Recruitment of Cascadia Behavioral Healthcare for sharing the chart below. This chart is NOT used as a career pathway but rather it's a great visual reference for understanding the job listing requirements and whether an applicant matches those re-



quirements. Let us know if you have any questions, or please share how you will use this chart! TYFYT\* (Thank you for your time!)

## Regional Business Services Team-Healthcare

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*"It's up to you today to start making healthy choices. Not choices that are just healthy for your body, but healthy for your mind."*

**Steve Maraboli**

