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Working At Telecare Corporation

Alameda-based Telecare specializes in providing services and support for individuals with serious mental illness, and has more than 2,000 employees and more than 50 programs in California, Texas, Nebraska, Oregon and North Carolina. Telecare provides a full spectrum of services, including in-patient and community-based care, case management, assertive community treatment, and residential, crisis and administrative services. Vice President of Human Resources Carol Caputo and Bill Kruse, the program administrator for Telecare's Cordilleras Mental Health Center in Redwood City, talk about what it's like to work in the organization.

Bill: I enjoy working here very much. I've actually just passed my 16th anniversary at Telecare, and I've worked at the Cordilleras program for over six-and-a-half years. I think the main thing that's kept me here is that the organization focuses on patient care; that's the critical issue. Yes, you need to have programs that are sound financially, but the critical thing is that we focus on patient and client care. That means that we will always make decisions based on what would be better for patient care rather than for financial reasons. The other main reason that I've stayed here for so long is the people I work with not only in the corporate office, but also at the site that I run. The resources that are available and the sharing that goes on between people at various Telecare programs in terms of raising client care is really quite phenomenal. We're always looking for that edge that will make us the best in terms of providing care. Mental health-care is both an art and a science, and were always looking for



Photo: Courtesy of Telecare Corporation
Bill Kruse, Program Administrator at Telecare Cordilleras in Redwood City

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Bill Kruse

new approaches to helping people. As an example Telecare was one of the pioneering companies in the recovery movement that is now sweeping the country.

Carol: When we hire, we look for people who not only have the technical skills to succeed, but also share our values. We're a very inclusive organization. I'm

coming up on my 16th anniversary at the company, and from experience I can tell you that we've always had an ownership culture. We're looking for people who want to make a difference in the lives of our clients in helping them reach their full potential and who want to be leaders no matter what position they're in. We want them to bring new ideas and to feel comfortable working in teams and also in self-directed situations. There are a lot of opportunities for people here at Telecare, and we want to hire people who have the passion to work with people with serious mental illnesses and want to make a difference.

Bill: Developing leadership is a very big part of how we operate. In fact, managers who have been hired at Telecare have actually been promoted from within the organization. That's one of the advantages of having so many types of programs is that there really are opportunities to grow personally and professionally. Our people also have an opportunity to be creative at what they do. For example, I supervise 110 employees overall, I always tell them that non-standard thinking is key to providing the best possible care for a diverse base of clients. A lot of employees really enjoy that because it gives them an opportunity to utilize the schooling, training and skills that they have, and to learn new ways of doing things from their fellow employees. The ability to collaborate and work with people in other disciplines is also really critical.

Carol: We have in-patient, acute, and long-term care programs, as well as programs for older adults, community programs and many others. People can be promoted within their own



Photo: Courtesy of Telecare Corporation
Carol Caputo, Vice President of Human Resources at Telecare

"When we hire, we look for people who not only have the technical skills to succeed, but also share our values."

Carol Caputo

programs or they can transfer between groups depending on what their skills and interests may be. We're always looking to hire RNs, LVNs and LPTs who would be excited to work in our kind of environment. We are currently looking for social workers, caseworkers and mental health workers to work at our programs. In our corporate office I am currently looking for a Benefits and Compensation Manager, and we keep our list of open positions current on our Web site (www.telecarecorp.com). But I'd say that because of the worldwide nursing shortage we are always looking for people with skills in that area.

Bill: We also have scholarships and tuition reimbursement for current staff members who want to go back to school and develop new skills and earn additional certifications. This gives us the ability to promote from within Telecare so that our staff can move up the ladder. It's a great selling point for us, and I think it's something that many of our employees take advantage of. We also have an excellent retirement plan, which I think promotes longevity within the organization. I know that's a major selling point when I do recruiting at Cordilleras.



TELECARE CORPORATION

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