**Background**

Talent Acquisition at UC Davis Health is comprised of two teams:

- **Staff Recruitment**
  - 7 Talent Acquisition Partners.
- **Nurse Recruitment**
  - 3 Talent Acquisition Partners.

**Situation**

In late 2017, Talent Acquisition (TA) faced a considerable challenge, when three Talent Acquisition Partners (TAPs) departed the Staff Recruitment team for a different temporary assignment and other career opportunities. The team was running at 57% capacity.

**Solution**

A TA contact was assigned to triage the workload and disseminate to both Staff and Nurse Recruitment, which provided:

- Continuity of recruitment support to affected customers.
- Mitigation and equal distribution of additional work.
- Easy transition when the new TAPs are hired.

**Implementation**

- Communication about the process was shared with impacted departments.
- Departments submitted requests to the TA contact.
- TA contact distributed the request to the TAPs on a rotating basis.

**Outcomes**

- 53 requisitions were evenly distributed among all TAPs in Staff and Nurse Recruitment.
- Collaborative effort allowed Talent Acquisition to share best practices, ensuring consistency across both teams.
- Strengthened team comradery and improved morale.
- Partnership opportunities with other departments, which broadened the knowledge base of all TAPs.
- Recognition award was received
- New TAPs were hired, they had a smooth transition and customers are satisfied.
- This is the new model for future TA vacancies or extended absences.