

## Club d'avis les Saleses

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### Timing

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November 2016 – May 2017

### Name of organisation

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Club d'avis les Saleses

<http://residencialessaleses.com/es/inicio/>

### What the organisation does

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El Club d'avis les Saleses is a not-for-profit organisation created in 1978 by a group of shopkeepers in the Les Saleses district to help deal with the problems and special needs of the elderly in that area and the serious everyday issues many of them face. The organisation offers support and help for the OAPs they work with, to enable them to lead a fulfilling life.

### Why help?

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Due to the organisation's workload and lack of resources, it needs advice about human resources in order to recruit effective staff and establish more practical working hours/shifts to enhance the service provided by the organisation without burning out any of its staff.

### Proposed mission

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**Guidance about human resources** The organisation needs to improve its HR mechanics, overhaul its recruitment processes, optimise working hours and shifts, reduce burnout, and improve the quality of its service in order to ensure greater user satisfaction.

### Profile of the giving-back consultant

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**The Club d'avis de Saleses** seeks alumni willing to help them improve its RH department by sharing their experience and knowledge, suggesting methods and making recommendations.