

St. Jude Employee Referral Program

The Employee Referral Program (ERP) is a brand-new way of bringing great talent into St. Jude. Using the Referral Pathways website, current employees can refer talented members of their networks to open positions at St. Jude while earning Ovation points. Employees can redeem these points for prizes found on the Ovation site.

Frequently Asked Questions

THE REFERRAL PROCESS

Which St. Jude employees are eligible to earn points for candidate referrals?

All active St. Jude Children's Research Hospital (St. Jude) employees are eligible for this program with the exception of:

1. Hiring managers or individuals involved in the hiring process or hiring decision for the position
2. Non-payroll staff, contractors, interns, students and other temporary employees
3. Employees who work within Human Resources, Academic Programs, Faculty Affairs or Clinical Education and Training or with any staffing responsibility, Directors, VP and above, and faculty
4. Employees who terminate prior to completion of the award eligibility, with exceptions as indicated in the HR policy 200.210 Employee Referral Program
5. Employees who are specifically prohibited from participation in the Employee Referral Program due to abuse, misuse of the program or other reason not listed

To which positions can I submit a referral?

Only referral-eligible positions are posted on Referral Pathways. Postdoctoral research associate, fellows, and faculty roles are not referral-eligible positions.

How many referrals can I make?

St. Jude employees may make an unlimited number of referrals for an unlimited number of positions. However, points will only be awarded if the candidates meet the minimum qualifications for the position. Additional points are awarded if the candidate is interviewed and/or hired.

Does the candidate have to say who referred them for the position?

Yes. Candidates are also required to indicate who referred them for the position when applying for a position on line. This is a step that helps us verify the referral and ensure points are awarded to the correct employee.

What if I refer someone who already applied through the St. Jude Careers website?

Points are not awarded for candidates who submit applications prior to being referred to St. Jude.

How do I know who I can refer for a position at St. Jude?

The intent of the Employee Referral Program is to identify new, external talent; therefore, the following candidates are not eligible for the program:

1. Candidates who have previously applied to any St. Jude position within the last twelve (12) months
2. Referrals of former employees of St. Jude who worked within the last twelve (12) months
3. Referrals who currently work in the following categories: Student, Intern, Consultant, Contractor (full-time or part-time), Temporary employee or any Individual Not on Payroll or worked in this capacity in the last twelve (12) months
4. Candidates already identified through direct participation in recruiting programs and events (e.g. represent St. Jude at job fairs, college recruiting events, conferences) or other means
5. Current St. Jude employees

What if there are no positions my friends are interested in? Can I still refer them to St. Jude now and get points once a position becomes available?

There is not a process for making general referrals at this time.

I'm interested in a position listed on the Employee Referral Program site. How do current St. Jude employees apply for available positions?

St. Jude employees interested in available positions can apply for a new role via [Career Pathways](#), the internal portal for employees.

HOW REFERRAL POINTS WORK

What is Ovation and how do I sign up?

Ovation is St. Jude's employee appreciation program that allows employees to recognize one another for a job well done while earning points that can be exchanged for a variety of gifts. There is no registration required. For more information, please visit the [Ovation](#) website.

How many Ovation points can I earn for a referral?

10 Ovation points	For each referral who meets the required qualifications for the position
1,000 Ovation points	Upon referral's completion of one (1) on-site interview with the hiring manager
10,000 or more Ovation points	Upon referral's completion of one (1) month of employment

When are referral points awarded and uploaded into Ovation?

Award processing is initiated by Human Resources and will be submitted using the Ovation program after all eligibility requirements have been verified and confirmed by the Talent Acquisition department. Points are awarded as follows:

1. Making a referral—in the month following when the referral was made
2. Referral Interview—in the month following the completed interview
3. Referral Hire—one (1) month after the candidate's date of hire. Both the colleague and the referred candidate must be active employees at the time that the hire award is processed unless the referred candidate left active payroll due to an approved medical or military leave of absence.

Do I lose my points if my referral is fired or quits?

No hire points will be awarded if your referral quits or is terminated within his or her first 30 days of employment.

Do I lose my points if I am fired or quit?

Points are administered under the Ovation program. Please visit the [Ovation](#) website for more information regarding award redemption.

Can I earn points for referring the same person for different positions?

While you may refer the same person for different positions, the focus of the referral program is quality rather than quantity. Please refer only those candidates you feel are a good fit and exceed the minimum qualifications for roles at St. Jude.

Do I get credit for referring multiple people for the same position?

Yes, as long as those candidates meet the minimum qualifications for the position.

What if I refer someone outside of the employee referral site? Will I still receive points?

To receive Ovation points, candidate referrals must only be made using the Referral Pathways website. Recommendations made verbally, via email or other methods do not qualify for the program.

Can I donate my referral points to St. Jude or another employee?

Referral points cannot be donated to another employee or back to St. Jude. There is no requirement to redeem points for awards.

Can I have cash instead of Ovation points?

St. Jude only awards Ovation points for employee referrals. Employees can redeem Ovation points for a variety of rewards including apparel, electronics, and even vacations. Login to the [Ovation](#) website to review the reward catalog.

THE CANDIDATE REFERRAL EXPERIENCE

How will I know if my referral applied for the position or took any next steps?

Please check Referral Activity or check with the person to whom you referred the position.

Is my referral given preference in the application process?

Referred candidates are not given preferential treatment in the application process. The same process applies to all applicants regardless of their source.

I referred a friend for a position, but they haven't received my email. What's going on?

You can re-send an email by going to Referral Activity. Also, ask your friend to check their junk/spam box.

TROUBLESHOOTING

For questions regarding the Employee Referral Program, please contact Talent Acquisition Project Manager, [Laura Netten](#).