

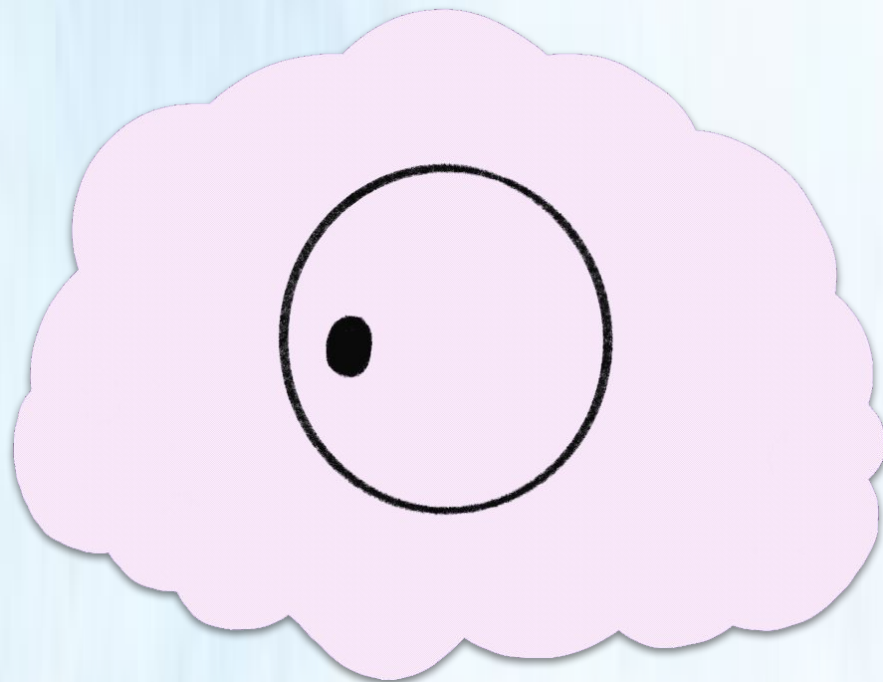


Enhancing Staff Retention, Recruitment, and Hiring Practices in Supervised Visitation Programming

Inspired Boost
Part 2: Staff Retention
February 15, 2022



A Moment for Grounding





The Part-time Work Dilemma

Want to Dig Deeper

“Despite Labor Shortages, Workers See Few Gain in Economic Security”, By Noam Scheiber, New York Times, February 1, 2022

https://www.nytimes.com/2022/02/01/business/economy/part-time-work.html?campaign_id=9&emc=edit_nn_20220202&instance_id=51915&nl=the-morning®i_id=151402000&segment_id=81386&te=1&user_id=31bb861959397b53b5e55c3ae3b13191

"Added Benefits: The Link between Work-Life Benefits and Organizational Citizenship Behavior" *Academy of Management Journal* 43, no. 5 (2000): 801-815.

<http://amj.aom.org/content/43/5/801.abstract>

"Schedule Flexibility in Hourly Jobs: Unanticipated Consequences and Promising Directions" (with Julia R. Henly and Haley Lock). *Community, Work & Family* 15, no. 3 (2012): 293-315.

<http://www.tandfonline.com/doi/pdf/10.1080/13668803.2012.662803>

"Precarious Work Schedules among Early-Career Employees in the U.S.: A National Snapshot," (with Peter J. Fugiel and Julia R. Henly), *EINet*, August 2014.

http://ssascholars.uchicago.edu/work-schedulingstudy/files/lambert.fugiel.henly_.precarious_work_schedules.august2014.pdf

"Unpredictable Work Timing in Retail Jobs: Implications for Employee Work-Life Outcomes" (with **Julia R. Henly**). *Industrial and Labor Relations Review* 67, no. 3 (2014): 986-1016.

https://ssascholars.uchicago.edu/sites/default/files/work-scheduling-study/files/industrial_labor_relations_review-2014-henly-986-1016_0.pdf

"Passing the Buck: Labor Flexibility Practices That Transfer Risk onto Hourly Workers" *Human Relations* 61, no. 9 (2008): 1203-1227.

<http://hum.sagepub.com/content/61/9/1203.full.pdf+html>



Examine Your Current Staffing Structure



Share in your small group: What is working well, what isn't working, and why?



Please scan this QR code or visit here:
<https://padlet.com/amrita4/wv4flir2rzzltcqg>

Q1 Examine Your Current Staffing Structure: What is working well, what isn't working, and why?

Made with a quick smile

Response:

We pay \$10/hr if a monitor will give us a minimum of 5 hours a week.

♡ 0

People are being paid \$10/hr, were relying on volunteers but not feasible. Not always sure if visits will be covered.

♡ 0

Pay \$22.50/hr Keeps monitors.

♡ 0

Hire from F/T staff already working for the agency interested in earning more money

♡ 0

PT--saves company/organization money

♡ 0

What isn't working. Pay. Not making enough.

♡ 0

PT staffing--people are there.

♡ 0

Is working. There are bodies there. Staff are present. Having reliable staff. You know who you have. You know your team when you are small.

♡ 0

is not working the pay and on call responsibilities

♡ 0

Constant retraining

♡ 0

Supervisors needing to work overnight shifts because no one shows up

♡ 0

Burn out for the few that are working.

♡ 0

Limitations- only have P/T work

♡ 0

Response:
Doing well - offer PTO & sick time

♡ 0

Disconnect of staff

♡ 0

Limited hour and access to building

♡ 0

Limited salary/hourly pay responses

♡ 0

Have interns

♡ 0

Part time can be a benefit too, just depends on individual!

♡ 0

Having Me time/ work-life balance

♡ 0

Considering changing hours to get more applicants

♡ 0

Raising the wages

♡ 0

Flexibility

♡ 0

lack of benefits

♡ 0

part-time staff feeling disconnected from the rest of the team

♡ 0

Use of students and volunteers

♡ 0

difficult to provide ongoing staff training and have staff meetings

♡ 0

hourly employees don't get paid if families don't show up

♡ 0



What else is Possible: Examine a Different Structure



Share in your small group: Re-imagine a different staffing structure, what would it look like?



Please scan this QR code or visit here:

<https://padlet.com/amrita4/fw9cv82yszqpljo4>

Q2 What else is Possible: Re-imagine a different staffing structure, what would it look like?

Made with a quick smile

Response:

♡ 0

Keep list of admin or other tasks for staff to complete if a visit cancels

♡ 0

Offer salary position

♡ 0

having training opportunities for staff to watch during their down time.

♡ 0

Response:

♡ 0

Combine some PT positions into FT positions for consistency

♡ 0

Response:

Additional funding opportunities to be able to offer better wages to staff

♡ 0

We may need to reevaluate and be more realistic on how many clients that can be seen with current staffing

♡ 0

Response:

♡ 0

Response:

♡ 0

What do you need in your toolkit?

Tell us what you need
to make structural
changes
or to advocate for
needed structural
changes?



<https://padlet.com/amrita4/vffneifxqlidplf6>



Amrita Hanjrah + 3 • 3m

Q3 What do you need in your toolkit? Tell us what you need to make structural changes or to advocate for needed structural changes.

Made with eyes on the prize

The "top" said a lot of things at the beginning of the pandemic that lead us all to believe they were listening and supported flexibility. Time has passed, and many have back-tracked. Upper management want us to go back to sitting in an office, whether or not we have appointments with clients. I question whether this has anything to do with a belief by CEOs and upper management that working from home is equivalent to "laziness" by the lower-paid ranks. Direct service staff have never been more attentive, more on-top of agency business since we went remote. I'm replying to this question at 9:20 pm, so this is a perfect example. Management has expressed varying levels of support. It's time to be serious about the intention and show proof of it in writing. Lay out the support and our future in WRITTEN POLICIES.

Doing the work in an island.
What does that island look like

♡ 0

What does trust look like in
post pandemic work?

♡ 0

**local outreach for
employee recruitment**

♡ 0

**research surrounding
best-practice in caring for
employees, particularly in
high stress NFP jobs**

♡ 0

**offer higher pay and
guaranteed hours**

♡ 0

Frustrations by staff pre and
post pandemic policies. Some
policies are the same. Some are
different and sometimes the
changes aren't communicated.

♡ 0

♡ 1



**Give & Take
Ongoing Idea
Sharing**



**How to enhance
your interviewing
practices
and your search
for potential
candidates**



Share Ideas & Get Ideas



<https://padlet.com/amrita4/tqg5v0pj0r8qkter>



Building Resilient Teams

Implementing a Healing Centered Model

Create and Maintain
a Culture of Care &
Well-being



Center our Humanity
and Lived
Experiences



Commitment to
Change, Adaptation,
and On-going
Learning & Growth



We are here to provide you support - please contact us anytime!

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