

TIPS FOR CENTERING CULTURAL COMPETENCY IN THE STAFFING LIFECYCLE

Prioritize Recruitment Strategies

- Partner with minority-serving institutions in the area to develop recruitment plans
- Provide opportunities during the interview process for candidates to learn about workplace culture and diversity
- Personalize recruitment, such as calling applicants and conducting follow up
- Recruit continuously—not only when there are openings
- Maintain a file of resumes and contact information for potential candidates

Culturally Competent Interviewing Strategies

- Keep records of questions and answers
- Take steps to never stereotype or use discriminatory language or requirements
- Ensure recruitment consultants are fully briefed on your requirements and understand equal opportunity and anti-discrimination principles
- Include diverse groups of employees as part of all the hiring decisions
- Ask diversity-related interview questions

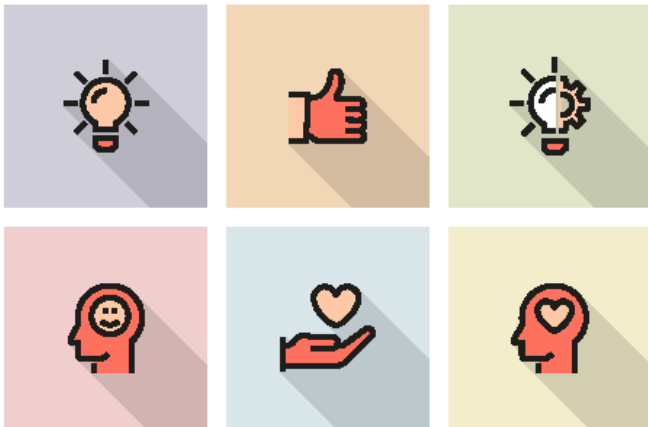
Retaining Staff

- Integrate elements of diversity, equity, and inclusion into management, performance reviews and professional development plans
- Make a public commitment to diversity
- Review policies that effect work/life balance and make changes that ensure flexibility to meet evolving staff needs
- Demonstrate commitment to providing a high-quality level of staff support, training and skill building

Experiencing high levels of staff turnover?

Have you:

- Recognized the impact of staffing changes and “snowball effect” of delegated work on current team members?
- Integrated outreach staff within other teams at your organization?
- Factored in and offered mentorship to staff navigating complex community relationships?
- Provided organizational guidance on professional boundaries in informal settings?
- Offered clear pathways to professional development and expanded responsibilities?
- Fostered an environment where the value of all staff (full and part time) is regularly shared and celebrated?



Contact us to discuss how our services can help your care teams.

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