**Workforce Concurrent Sessions Notes - Residential**

How do we create passion in the Workforce?

* Sharing with others the activates that they love – sharing those experiences
* Respectful – treating well
* Finding person strength and allowing them to concentrate their time on that
* Checking in with staff and supporting them
* Show appreciation and make staff feel valued. Acknowledged for work
* Employ young people – young people hiring young people
* Sense of purpose, unique, experience – Working on ground, build connection, rapport

Growing Future Leaders

* Coaching and mentorship
* Internally recruiting
* Extend Mentoring
* Entry level positions / succession plans
* Intentional

Training

* Professional bodies delivering specialist disability focused training
* Mentorship programme
* Leadership training for disabled people to become sector leaders
* Bringing providers together who might have some specialist training developed
* Disability specific training for support workforce
* Larger community awareness around disability sector
* More disabled people to be involved in delivering training
* More on-the-job training options need to be explored
* Training around dual diagnosis

Retention

* Individual wellness budget
* Process to access additional sick leave
* Professional development hours – 1 hour per week, per person
* Have a break on us “chocolate, coffee”
* Small and big things to recognise staff – regular
* Employee of the week
* Good quality, meaningful 1:1’s (one on ones) with staff

Culture & Passion in the Workforce / Mahi

* Support works to be a registered profession
* Awareness of career opportunities (Expos)
* Pay Equity!
* Specific training tools reliant on cultural aspects for people
* Community engagement officers
* Whanau engagement and knowledge sharing.

Early Childhood Education – Building Capacity / understanding with a supportive approach

* Early intervention
* What does the school system cater for?
* What does mainstream work like? EGC principle
* Teachers are not being trained adequately
* Support across all areas – principal down
* There is a lack of development / understanding then staff are stretched
* Community collaboration – organisations
* This allows greater understanding of what’s available and natural support
* General understanding of EGL principles / people first
* Understanding of a holistic approach and actual leadership
* What type of diploma is available? Education?

Keeping Staff Engaged

* Stay fresh - opportunities for development
* High level of trust
* Build on strengths. Opportunities for staff to use these
* Identify common interest
* Ownership of projects
* Stay small (know people) connection
* Access to good training
* Relationships open communication, confident to share ideas
* Importance of relationships
* Explore and understand and respect values (where people are coming from)

Sharing Ideas

* Are we brave enough and mature enough, stop competing and collaborate on workforce exaltation and development
* Develop specialty to contribute in a different way
* Two examples of sharing learnings and collective campaigns
* Have a collective voice
* Share costs
* $ campaign spend, lift profile of correct pathway
* Make visible the sector opportunities
* Dashboard of services && need “community noticeboard” & able to be connected to where the need is

Working Collaboratively for training

* Sharing with other providers
* Incentives for staff to recommend other people
* Integration barrier to employment as may have NZQA levels but not the skills to match

How do we mobilize support worker to articulate their worth and demand respect ($ + mana)

* What is the role of union?
* If they are “Old School” – how do we shift that so it is a lively attractive job? Sway with other organisations on modeling
* Ask them – (rank them up)
* Be able to articulate value of the work
* Teach them to articulate the skills they needed
* Mentoring

Support worker Input

* Listening
* Proactive
* Managing – floor
* It is hard to manage something when you are not in it
* Process to be heard by management
* Honesty & transparency
* How to let support workers know they are being heard
* Communication is oxygen for an organisation
* Structures and process – who needs to know on what basis?

Qualifications means a pay rise – doesn’t necessarily lead to good practice? (Legislated structure – why do people want to get a qualification?

* Can we refine the structure for us?
* Let’s make it easy – pay verses competence
* Make it straightforward for people to get the pay rise and focus on the practice that is needed
* Clear on the hygiene barriers
* Building peoples passion
* Where do you start, how do we deepen passion for the work
* Strong relationship
* Shared understanding – together, efficiency
* Making a difference – mirror for our staff (family / whanau / person themselves)
* Personal development
* Sense of belonging
* Other ways of reward
* Connected to
* To feed the passion
* Fund harder together
* Create culture of excellence
* What is the involvement of the people we support
* Other funding sources
* Customers, families, colleagues
* Create a pathway – purpose
* What are we saying
* Where are we saying it
* How are we saying it

Employing for culture – heart

* Teaching internationally
* Develop through education “health and wellbeing certificate”
* Free
* Encouraged
* Employ those with no experience or preconceived ideas
* Train for heart and culture relevant for your team
* Transparency & expectations of culture
  + In advertisement
  + In interview
  + Ongoing in job
  + Staff meetings
  + Staff training
  + Personally (targeted at behaviors)
* Build culture and communication with social experiences within team (outside of job)
* Communicate and model with consistency from top down
* Whanau expectation and commitment to culture (before enrolling their loved one) – keeps the trust honest.