

# NATIONAL HOMELESSNESS CONFERENCE 2022

Jointly convened by



CONCURRENT SESSION

# C1 Developing the homelessness sector workforce



# Innovating our way through workforce challenges

Silvia Alberti, Executive General Manager Operations

**Uniting**



**Uniting**

# Our workforce situation

We started to really focus on this because, like many of you, our **vacancy rates were significant** and included some long-standing roles in specialist programs.

This was complicated by **significant gaps in the market** as well as **thin markets** - specifically in geographic areas and for people with specialist skills or qualifications.

# Understanding the dimensions of the challenge

To explore what we could do differently, we needed to find out:

- How do we maintain our current workforce?
- How do we create a new workforce?

This meant **thinking differently** about the way we value our people and had us thinking about how we grow our workforce – in our agency and beyond.

It was necessary for us to **look across community services broadly** and learn about what's working and what we could try.

# Developing new approaches

- **Design, test and learn:** be bold and brave, don't be scared to fail, try new things and learn
- **Value your workforce:** having conversations that matter, if it were possible to give people what they wanted and needed so they could be at their best, what would that look like
- **Create your own workforce:** find pathways that people could take to come into our workforce and nurture those, build them, make them visible



# **New possibilities – what could we do if we joined up and became stewards of workforce together?**

- Partnering with others across sector/industry e.g. Universities
- Taking a place-based approach
- Thinking differently about career pathways
- Bundling roles (e.g. part time and vacancies in regional areas)
- Introducing job share
- Incentivising return to work
- As people prepare for retirement, recreate options to retain some of their talent, knowledge and experience in a way that keeps some engagement if that's of interest to them

# Thank you



**Uniting**

**What if we were a team together  
creating something different?**

'Coming together is a beginning,  
staying together is progress and  
working together is success'

Henry Ford