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Recruiting & Retaining a Culturally Diverse Workforce

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Purpose of Tool

To build culturally competent practice, the capacity of the workforce needs to be developed. This can be achieved through mentoring, constructive feedback and continuous reflection, training, and practical experience. Recruiting and retaining skilled staff at all levels of the organisation is key to forming strong connections within culturally and linguistically diverse (CALD) communities, and fostering growth and continuity in quality service delivery.

Developing organisational capacity

Priority	<p>Attract more skilled workers with bilingual and bicultural skills into the organisation.</p>	<p>Embed cultural competency training across all levels of the organisation.</p>	<p>Embed budget allocation and flexibility for cultural competency training into existing organisational financial planning.</p>	<p>Formalise a mentoring and information sharing program across the organisation.</p>
How can this be achieved?	<p>Conduct a gap analysis of key HR policies and recruitment tools relevant to CALD recruitment.</p> <p>Incorporate Bicultural and bilingual criteria in staff recruitment as desirable criteria.</p> <p>Develop examples of good practice for recruiting for diversity and share these across the organisation</p> <p>Determine current levels of cultural knowledge and literacy in languages other than English (through a staff survey).</p>	<p>Examine all current training courses and training calendars for staff and include cultural competency components where applicable.</p> <p>Insert cultural competency training at staff orientation, and at various intervals as a mandatory requirement.</p> <p>Create a fact sheet for best practice cultural competency approaches.</p> <p>Develop culture specific resources to support standalone – ethno-specific services.</p>	<p>Undertake a costing for cultural competency training within general training budgets.</p> <p>This consideration will include initial and continuous budget allocations.</p>	<p>Identify staff as mentors to champion cultural competency across the organisation. Criteria for selection will be based on peer assessment, client feedback and performance reviews.</p> <p>These mentors are either paired with other staff in the organisation, or provide information sessions regarding best practice examples in their work.</p>

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<p>Looking to the future</p>	<p>Evaluate CALD recruitment strategies and improve them to ensure the workforce is made up diverse staff.</p> <p>Examine the effectiveness of diversity recruitment through organisation developed key performance indicators.</p>	<p>Assess staff on their cultural competency skills and progress through existing performance reviews e.g. manager/staff debriefs, case reviews etc.</p> <p>Promote a culture of culturally competent practice throughout the organisation, and encourage best practice to be leveraged.</p>	<p>Integrate diversity responsive resources and costs into organisation operations and allow for a seamless approach to cultural competent practice and approaches.</p>	<p>Develop a diversity alumni of people with experience and expertise in cultural competent practice.</p>
<p>Key Performance Indicators</p>	<p>A quarter of all staff are from CALD backgrounds.</p> <p>All new staff have been briefed on cultural competency as part of staff orientation.</p> <p>The majority of staff have undertaken area specific cross-cultural training.</p> <p>A substantial proportion of budget allocations are used for cultural competency training.</p>			

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