

Building a Recovery-Driven Workforce: Trauma-Informed Strategies for Recruitment and Inclusion



Thursday, November 14, 2024



TODAY'S AGENDA

1

Meet the CCSI Team

2

Defining a recovery-driven workforce

3

Understanding trauma-informed recruitment and retention

4

Exploring best leadership practices In recovery-oriented organizations

5

Questions & Answers





CCSI TEAM



Chris Copeland, B.Sc., MSW
*Senior Advisor, Practice
Transformation*

- 40+ years experience in community mental health
- Executive positions held: CEO, COO, Chief Clinical Officer, President, and Clinic Director



Barbara Marianetti DesRosiers
*Senior Advisor, Practice
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- 25+ years experience in human resources and operations management
- Executive positions held: Chief Human Resources Officer; Outsourced HR Executive; and CEO of HR and Career Consulting Company

RECOVERY-DRIVEN AND TRAUMA-INFORMED WORKFORCES

Recovery-Driven Workforce

- Intentionally Structured Support
- Promotes Healing and Resilience
- Emphasizes Support and Understanding of Challenges

Trauma-Informed Approach

- Framework Recognizing Prevalence of Trauma and Impact
- Emphasizes Safe and Supportive Workplaces
- Avoids Re-Traumatization and Integrates Trauma-Informed Practices into Culture, Policies, Services

Inclusive Recruitment Practices

- Actively Seeking Candidates from Diverse Backgrounds and Lived Experiences
- Recruitment Practices Are Fair, Equitable, and Welcoming to a Wide Range of Candidates
- Promoting a Culture of DEIB and Representation



SAMHSA- Six Key Principles of a Trauma Informed Approach

Six Key Principals of Trauma Informed Approach



CULTURE IS YOUR BEST RECRUITMENT AND RETENTION STRATEGY

Components of a Recovery-Driven Culture



LEADERSHIP'S ROLE IN OPERATIONALIZING TRAUMA-INFORMED AND RECOVERY-ORIENTED PRACTICES



DISCUSSION

Components of a Recovery-Driven Culture



What elements of a recovery-oriented culture does your organization already have, and where is there room to grow?



RECOVERY-ORIENTED RECRUITMENT STRATEGIES

Best Practices

Job Description and Culture Alignment

Language matters in the job posting, description, and culture

Attracting People in Recovery

Recruitment materials and processes that reflects a supportive, inclusive, and trauma-responsive workplace culture

Inclusive Interview Practices

Structured interview practices, questions and evaluations that emphasizes support, community, and values of the organization in action

Structured and Supportive Onboarding Practices

Reflects a commitment to creating a safe, welcoming, and supporting environment that values a new hire's wellbeing and growth



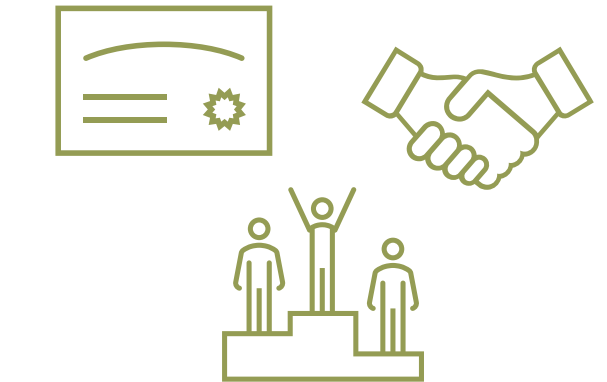
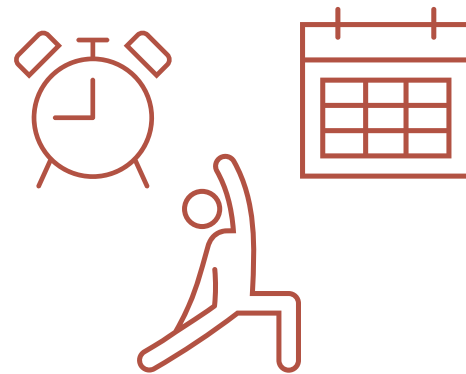
Handouts: Examples and Frameworks

RECOVERY-ORIENTED RETENTION PRACTICES



Ongoing Support and Development

Flexibility and Accommodations



Recognition and Appreciation



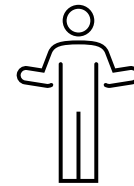
KEY FACTORS FOR PEOPLE WITH LIVED EXPERIENCE



The experience
is the qualification



Supervision needs to
acknowledge this



No gap between
personal and
professional life



PEER SUPPORT GROUP



Facilitated by peer – with help from third party



No manager/leader from any agency



No requirement to attend, stay, or speak.



“What is said here, stays here.”



Peers from multiple agencies.



Acknowledgement of their professional role.



Action taken from their comments –
awareness campaign.



GROUP REFLECTION & DISCUSSION





CCSI

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Innovative Solutions in Human Service Delivery

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