

Staffing and Retention

Government of Canada

PRESENTATION TO PSSDC

FEBRUARY 22, 2023

Staffing Challenges

The following factors have been making it more difficult to staff service positions:



Labour market: Labour shortages and workload have increased leading to greater competition for available candidates



Administrative hurdles: Staffing processes are cumbersome and time consuming



Candidate expectations: Candidates increasingly expect work-life balance, job fulfillment and remote working arrangements



Training: Service positions have demanding training requirements that are difficult to meet with high turnover



Difficult to staff: Some positions are proving particularly difficult to keep staffed

Recruitment Tactics

Building on traditional recruitment tactics, the following approaches are proving effective when it comes to tackling these staffing challenges:



Labour market: Having workforce management plans in place to identify and respond to labour market trends



Administrative hurdles: Working across service, IT, finance, HR, and security teams, including at senior levels, on joint solutions to reduce administrative backlogs



Candidate expectations: Offering more flexible work arrangements and more competitive offers (e.g., indeterminate positions)



Difficult to staff positions: Addressing recruitment shortfalls through community partnerships, more representative recruitment processes, technology, and co-delivery and outreach

Retention Tactics

Similar to the recruitment tactics highlights, the following approaches are proving effective when it comes to tackling these staffing challenges:



Labour market: Monitoring attrition to better understand reasons for departure and developing mitigation strategies



Candidate expectations: Fostering professional development where employees feel they can learn and grow within their organization



Training: Having a dedicated team to support new employees' orientation is key, especially in a hybrid environment



Difficult to staff: Making the accommodations process easier to navigate to help retain employees with disabilities

Next Steps

There are a range of areas we can work together through PSSDC to jointly tackle staffing challenges tied to:

- Administrative hurdles
- Labour market shortages
- Candidate expectations
- Training requirements
- Difficult to staff positions

The upcoming discussion will be helpful when it comes to identifying the key areas where PSSDC would be well positioned for this work.