

STAFFING: RECRUITMENT AND RETENTION

The MHSU community sector is understood as non-government organizations (including not-for-profit, charitable and Indigenous organizations) providing MHSU services and supports outside of the hospital setting. The sector includes services and supports provided across the continuum of care, such as health promotion, illness prevention, harm reduction, treatment and recovery. Services provided may also include treatment and crisis response.



Community organizations are often operating with relatively low revenues and regularly experience funding instability. Furthermore, NGO's report being extremely under-resourced in comparison to their increasing client-loads and geographic reach.

“ We need more investment in our services. We currently have one staff member carrying a case load of three. ”



A majority of community MHSU organizations (59%) have increased the number of full-time equivalents (FTE's) in comparison to three years ago, and 54% expect to hire more over the next three years. This is a great demonstration of the sector's responsiveness in working to meet urgent and emergent MHSU service demands. Despite this growth in the workforce, community organizations find it difficult to keep up with the volume of clients accessing services and supports. These ongoing challenges suggest an opportunity for government to work in closer partnership with the community MHSU sector, potentially through an oversight body, which tends to the wellbeing of the sector.

“ Due to a staff shortage, our staff have to provide referrals to outside counsellors. As our population increases, and with the ongoing [drug poisoning crisis] we need to have our own certified counsellor and medically trained staff. ”



Top recruitment and retention challenges reflect structural issues and the need for overdue, sustainable investment in the wellbeing of the sector.

“ We do not need to change the services we provide. We need funding to be able to hire more staff to cope with demand”. ”



“ [We are] currently unable to meet the needs of the community particularly in terms of anxiety and depression, and therefore have to send people outside of our community for those services. As a result, many are not connected or engaged with counsellors. ”

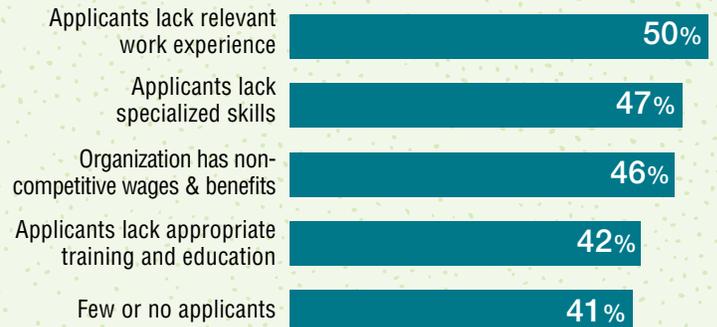


The uncertainty caused by short-term funding allocations is a major challenge for community organizations in their ability to retain staff



Retention challenges reflect the lack of dedicated and sustained investment in the sector, in addition to the escalating cost of living experienced by communities across BC.

Community organizations experience challenges finding applicants with relevant work experience and specialized skills



Organizations spoke about the need to hire more specialized professionals (such as clinicians, certified professional counsellors, and early intervention specialists) who understand the intersectionality of individual and systemic barriers, and are able to provide trauma-sensitive approaches and are connected to primary care.