



TRIBAL MANAGEMENT ♦ ♦ ♦ ♦ ♦ INSTITUTE ♦ ♦ ♦ ♦ ♦

Tuesday, March 19 – Friday, March 22, 2019 ♦ Kansas City Marriott Downtown ♦ Kansas City, MO



Human Resources: Managing Staff Recruitment, Onboarding, and Retention

Zelda Boyd, National Center on Early Childhood
Quality Assurance

Tammy Charles, National Center on Subsidy
Innovation and Accountability



ADMINISTRATION FOR
CHILDREN & FAMILIES





Session Objectives

- Explore best practices in human resources, including recruiting, interviewing, and hiring new employees.
- Develop a plan for building an effective orientation and onboarding process.
- Identify strategies for supporting and retaining existing staff.



ADMINISTRATION FOR
CHILDREN & FAMILIES





Check-In

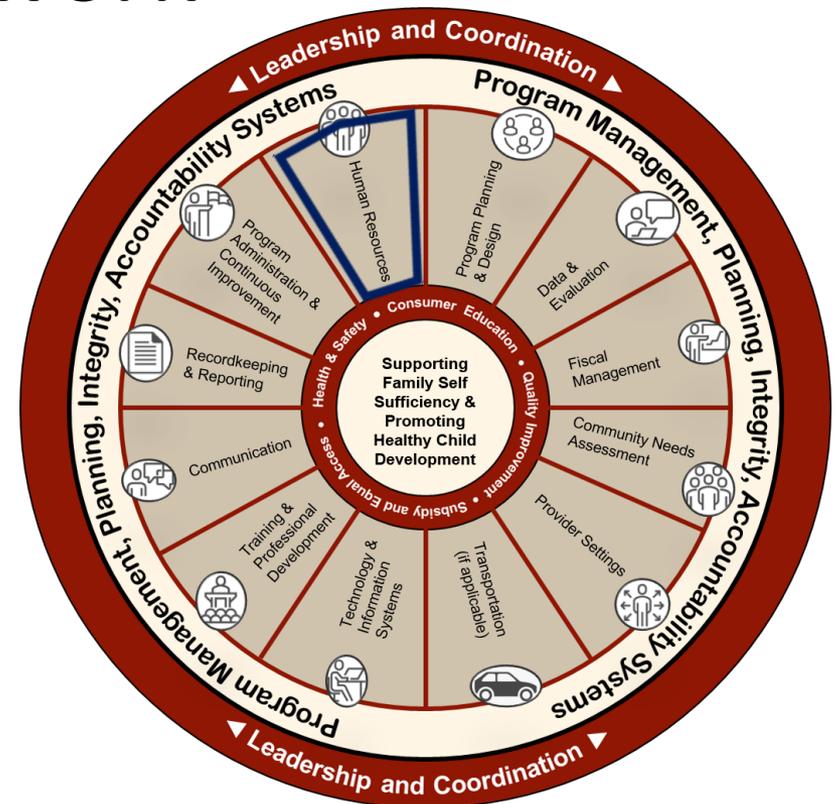
Think about the job that you stayed at the least amount of time and the job you stayed at the longest.

- What influenced your decision?
- What role did your recruitment and onboarding experience or level of support play in your decision?





Tribal Child Care Management Systems Framework

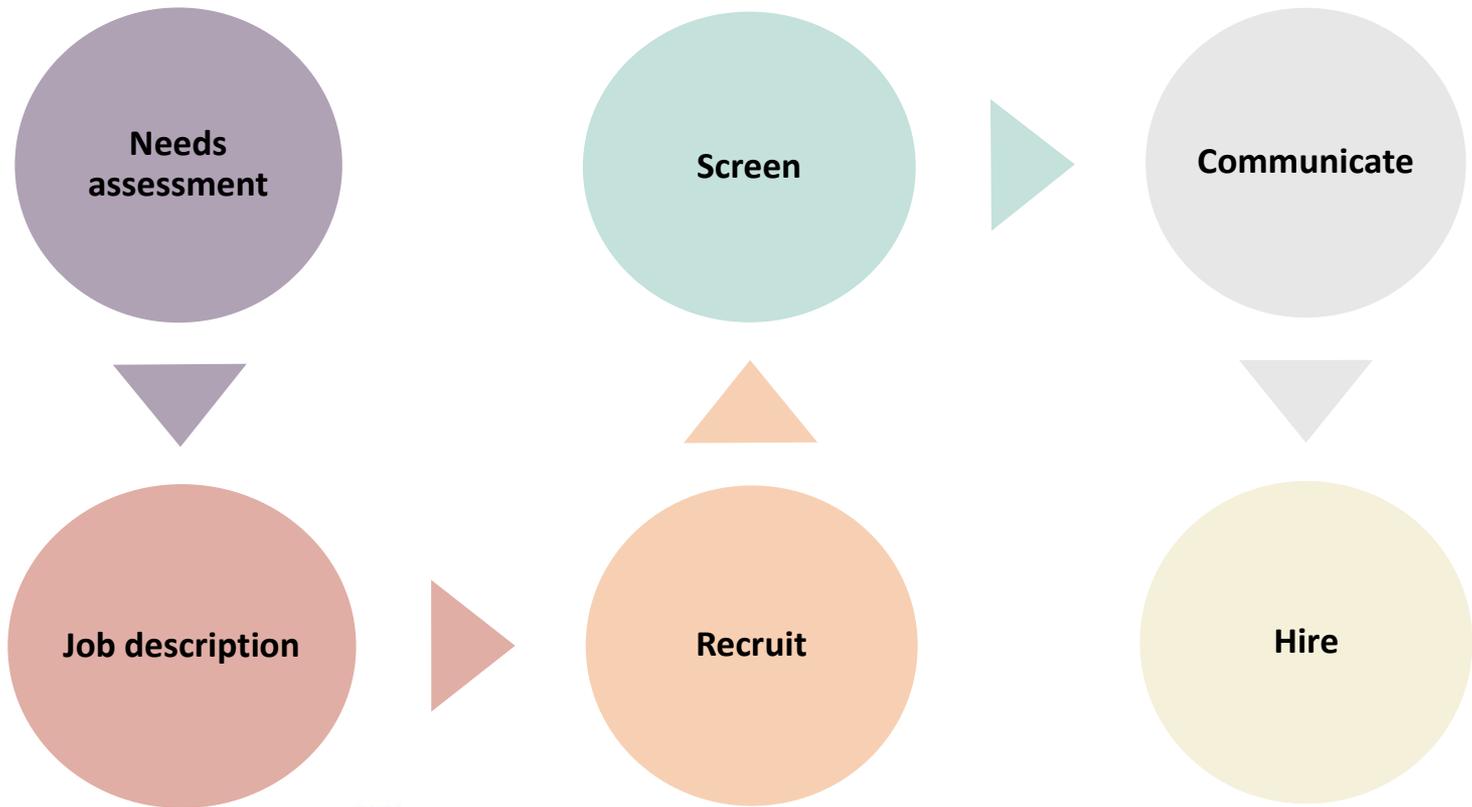


ADMINISTRATION FOR
CHILDREN & FAMILIES





Roadmap for Hiring





Assessing the Need

- Key responsibilities
- Key competencies
- Current staff
- Gaps



ADMINISTRATION FOR
CHILDREN & FAMILIES





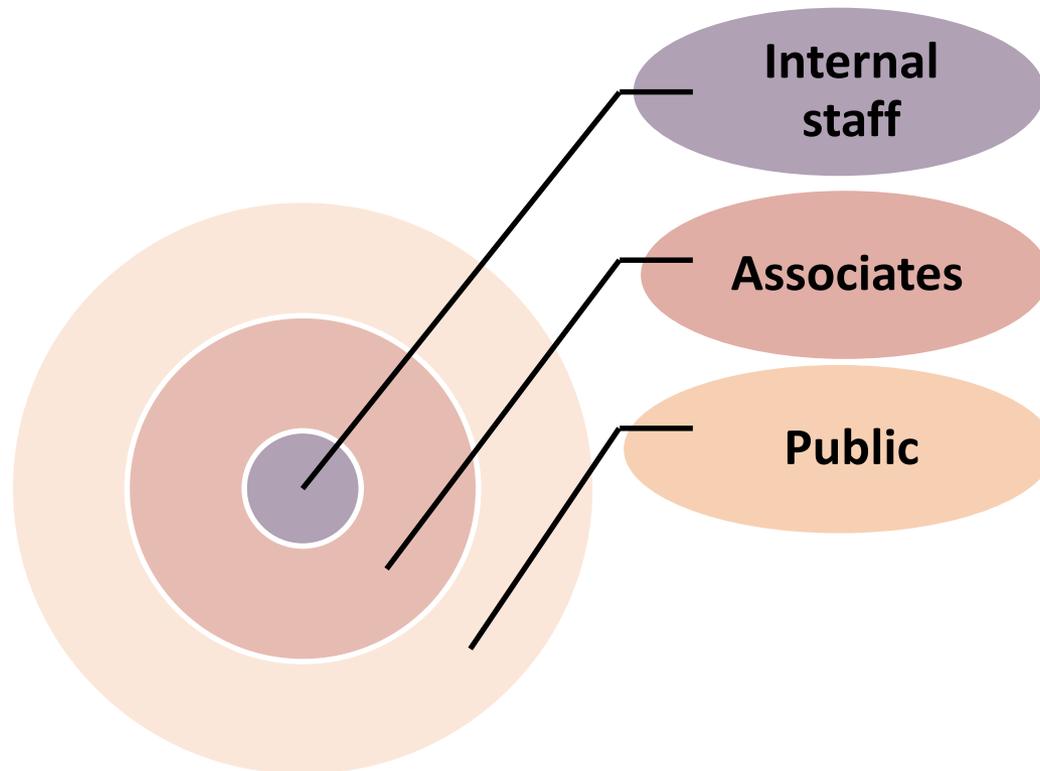
Effective Job Descriptions

- Title
- Summary
- Essential functions
- Qualifications
- Classification
- Work environment
- Supervisor of position
- Additional duties
- Salary or salary range (optional)
- Description of business (optional)





Recruitment Plan



ADMINISTRATION FOR
CHILDREN & FAMILIES





Screening Process

- Résumé and application
- Phone screening
- In-person interview



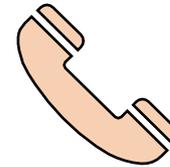
ADMINISTRATION FOR
CHILDREN & FAMILIES



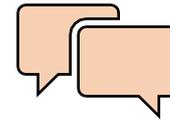


Communicating with Candidates

- Clear



- Professional



- Timely





Time to Hire



ADMINISTRATION FOR
CHILDREN & FAMILIES





Staff Onboarding

- Preparation for the first day
- The first day
- The first week
- The first three months and beyond



ADMINISTRATION FOR
CHILDREN & FAMILIES





Retaining Qualified Staff

- Clear expectations
- Objective evaluations
- Appropriate feedback
- Solid leadership
- Ongoing support



ADMINISTRATION FOR
CHILDREN & FAMILIES





Taking the Training Home

- What is one key takeaway you have from this session?
- How do you plan to put that takeaway into action once you're home?
- What technical assistance might you need to support you in implementing your takeaway?





TRIBAL MANAGEMENT ♦ ♦ ♦ ♦ ♦ INSTITUTE ♦ ♦ ♦ ♦ ♦



Tuesday, March 19 – Friday, March 22, 2019 ♦ Kansas City Marriott Downtown ♦ Kansas City, MO

Thank You



**National Center on Tribal
Early Childhood Development**



**NATIONAL CENTER ON
Early Childhood Quality Assurance**



**NATIONAL CENTER ON
Subsidy Innovation and Accountability**



ADMINISTRATION FOR
CHILDREN & FAMILIES

