



Migrant Services

## **ACRC Presentation: Empowering your Workforce for Impact Hiring Challenges Scenarios**

*Below is a list of scenarios that could happen to you as an applicant to a residential program. We encourage you to consider each line for your own agency: how is this step in the process being handled? How is currently responsible? Who is holding them accountable for doing it well? If there are gaps in the processes for this, we recommend brainstorming with your team how to tighten communication and elevate processes so that talent doesn't fall through the cracks or begin burning out upon first impression.*

1. You applied for a job at a new residential treatment program for teens that is 20 mins from your house. You are excited because you are looking for something new in your professional journey, but apprehensive because you have heard that nonprofits can be difficult to work for.
2. After you spend several hours on the application, your resume and cover letter, you don't hear anything from the company for 2 weeks.
3. When a recruiter does call you about your application, they can't answer basic questions you ask, like what is the desired start date and what is the pay range, and they do not follow up with answers.
4. After you accept the job, you are told that a bus provides transportation to the program site from your town for free. On your first day of work with the company, you are told the bus will pick you up at 8am to transport you to the job location, but at 8:15am it's still not there. It doesn't show up until 9am.
5. During your first days of training, no one introduces themselves to you individually—not even one of the trainers.
6. During onboarding training, you feel like the questions you have aren't being answered by the trainers. They seem uninterested in the fact that you're there at all.
7. The first day you're supposed to be on the job, your new boss doesn't reach out to you to make sure you understand your first priority job duties. You don't hear from your boss for several days, and you aren't offered a weekly supervisor check-in.
8. For the entire first week of the job, you don't have the technology you need to complete basic functions, and you start to feel bored.
9. After two weeks of work, you expect your first paycheck, but it doesn't arrive and no one explains why. You are passed from leader to HR leader until someone finally realizes the mistake and says you'll be back paid, but you will have to wait another two weeks.
10. When you ask the HR department for information on your new benefits package, no one responds to you for over a week, and you have an important doctor's appointment coming up.
11. Six months into the job, you become very sick with the flu but don't have enough PTO accrued to take time off and be able to pay your bills, your boss tells



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you you have to figure it out yourself—either work through the sickness or take unpaid time off.