

AED/ConnectHIV Grantee TA Radio Blog
Staff Recruitment and Retention
July 15, 2009 • 2 p.m. EDT

This document provides an outline of the topics discussed during the radio blog. The recording of the entire radio blog is also available as an MP3 file on the ConnectHIV website.

Call Participants

- Rodney Goodie (St. Hope Foundation)
- Christine Jolly, Katherine Foster (AIDS Care Service)
- Nilaja Ford (Hyacinth AIDS Foundation)
- Lillian Nieves (NYHRE)
- Gabriela Ordóñez (LCOA)
- Silvana Mazzella (Prevention Point Philadelphia)
- Marie-France Francois (FAP)
- Jan Brown (TCC Group)
- Frank Beadle de Palomo, Adora Lee, Susan Rogers, Caitlin Corcoran (AED)
- Jewel Love (AED Consultant)

Section 1: Introductions and Getting Started

Good afternoon and welcome to ConnectHIV.

ConnectHIV is an informative radio show about HIV issues and the work of twenty grantees throughout the country.

ConnectHIV is the Pfizer Foundation's latest initiative to support community-based AIDS service organizations (ASOs) working to stop the spread of HIV/AIDS.

Today we're going to talk about "Staff Recruitment and Retention Lessons." We're pleased to have representatives from two of the twenty Pfizer grantees.

Christine Jolly and Katherine Foster of AIDS Care Service in Winston-Salem, NC. Christine serves as the agency's President and Katherine is Vice President of Operations.

From Houston, TX, we have Rodney Goodie, Executive Director of the St. Hope Foundation.

All of our guests have been successful in their recruitment and retention efforts through ConnectHIV and will share their lessons throughout the next hour.

Welcome to all of you and thank you for joining us on ConnectHIV.

Section 2: Staff Recruitment

- Does your organization have a recruitment plan that you always follow?
 - If so, why? If not, do you think it makes sense to create one?
 - Or do you find it works best that you lay out the plan prior to the search to fill the position?
- On the grant, who has the responsibility for staff recruitment and what is most important about that person's role?
- While managing the Pfizer grant, what have you learned about staff recruitment?
- How were you able to find staff members that are a "perfect fit" for this grant?
- Name three things that are most important about recruiting staff for this type of grant.

Section 3: Staff Retention

- Why is staff retention really important to focus on?
 - What are the tangible and intangible costs to the team and the agency?
- Does it make sense to have a colleague responsible for staff retention or can policies cover it?
 - Within your organization, where does the retention of staff begin and end?
 - What key factors would you put in the development of a sound retention policy?
- Our guests live in two very different types of communities – one in a big city and the others in a small town. Part of retaining staff is being able to find talented, skillful and valuable employees.
 - Starting with Rodney, tell us if the team members for this grant were hired or already working at St. Hope and whether competing for "committed and talented" staff is a factor in Houston.
 - Christine and Katherine share with us the challenge of hiring skilled staff in a smaller community.

- Have either of you dealt with staff turnover during the grant period? If so, tell us about it and how you handled the situation?

Section 4: Recruitment and Retention Challenges

- Have you experienced any challenges in your recruitment and retention efforts?
 - If so, how did you handle those challenges?
- What advice would you give to an organization on how to keep the project moving smoothly and the team cohesive after the sudden departure of a charismatic project leader?
- How can agencies avoid falling into the situation of having “no institutional memory” or documentation once a key project staff member leaves the organization?

Section 5: Wrap Up and Conclusion