Moving Towards Organizational Best Practice

# Human Resources: Training and Development

Human resources managers have the opportunity coordinate and support staff training opportunities as well. While a staff person in operations can help ‘systematize’ professional development, a human resources manager may be more in tune with staff needs and available training. Human resource managers can also identify training opportunities that contribute to promotions and paths for upward mobility of street intervention workers. For example, if a street intervention worker wants to become a supervisor, a human resource manager can identify training opportunities to cultivate leadership development of staff that provide them with tools to effectively supervise a team.

*I'm mindful not to just say sufficient because I am constantly looking for professional development… knowledge is not stagnant. And what happens in the community and the lives that people have to live changes daily. And so, we have to continue to change and adjust so that we can meet them demands.*

An outreach supervisor in the study claimed there is no “off-ramp” for many street intervention workers; they are not developed during their time of employment and do not develop professional skills that could lead to other forms of employment within their organization or beyond. Systematizing training and development of street intervention workers can contribute to their employability as well as facilitate an “off-ramp” into other dimensions of street intervention work or social services if so desired by the individual.

# Food for Thought

* + What ongoing training and development opportunities exist for our street intervention staff? Are these opportunities identified, vetted, and with what frequency are they made available to street intervention staff?
  + To what extent do street intervention staff inform the identification of training and professional development opportunities? Are staff given an opportunity to indicate the learning activities that would benefit them?
  + Does our training and development program expose street intervention workers to professional skills beyond those needed primarily for street intervention work? Are there opportunities to expand their professional skills through a diverse set of trainings relevant to other areas of social services?