

Building Workforce Capacity

This resource is a summary of the video titled "Building Capacity in Teams" in this series.

Embracing change and thriving in the process is essential for organisations. It ensures we are adaptable, agile and responsive to the needs of the communities we support and a changing environment, however it is not always an easy process. Building the capacity and skills of our team is an integral component to the success of individuals and the implementation of new initiatives such as telepractice.

Steps to build the capacity of your teams:

- **Change management principles apply** - it's a journey! Any change takes time and adopting a change management approach allows steps to be taken.
- **Allow your team to identify their strengths** - all individuals have their strengths and this is an opportunity to do a skills mapping of the team and consider a buddying system with the skills and strengths in mind.
- **Consider a "team" approach** - Buddying and coaching can have benefits for all team members. Those that are proficient with technology "buddied" with an experienced worker can enhance skills in both individuals. It also has an inadvertent effect on the team culture and morale.

Sustainability is also essential in building the workforce capacity, keeping the momentum of learning and growing helps the organisation thrive and embeds a learning culture.

- Ensure there is an ongoing support strategy in place – this allows members of the team to share successes, find support for challenging situations and it becomes a platform of learning and growth.
- Onboarding process to reflect the new ways of working in the organisation – this ensures that as the organisation embraces telepractice, new members of the team will see this modality as business as usual. It will also allow for other team members to enhance their mentoring role with new staff.

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PROJECT TEAM



INVESTOR GROUP

Association of Children's Welfare Agencies
Key Assets Australia
Life Without Barriers
NSW Department of Communities and Justice
Social Futures
The Smith Family
Uniting

SUPPORTER

My Forever Family NSW

COMMUNITY OF PRACTICE

Association of Children's Welfare Agencies
Barnardos
Catholic Care Sydney
Catholic Care Wilcannia Forbes
FAMS
KARI
Key Assets Australia
Life Without Barriers
My Forever Family NSW
NSW Department of Communities and Justice
Settlement Services International
Social Futures
The Benevolent Society
The Smith Family
Uniting