

A high-angle photograph of a person's hands clasped together on a light-colored wooden desk. To the right of the hands is a clipboard with a white sheet of paper and a silver clip. In the foreground, there are several sheets of paper, some of which are slightly out of focus. The overall scene suggests a professional or administrative setting.

Talent Acquisition in the Social Sector:

**Recruiting Challenges and Successes
in Today's "New Now"**



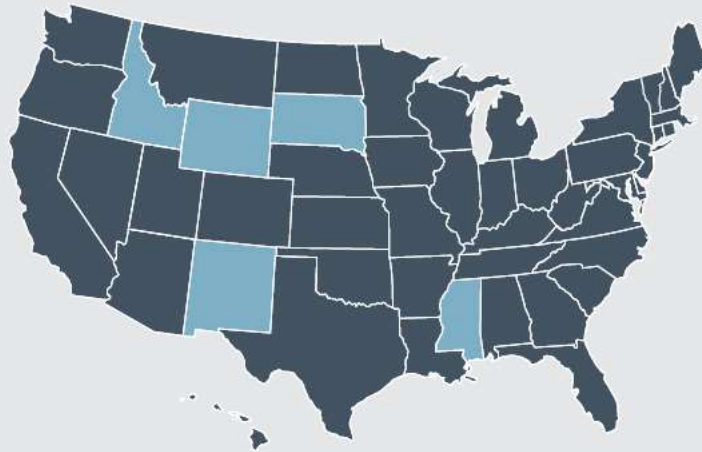
Today's Focus

Our “New Now” in the workplace

- What does our “New Now” look like
- Challenges and Successes in a virtual recruiting environment
- Tips for effective video interviewing
- Q&A



ORGANIZATIONS FROM 43 STATES REPRESENTED



Mission Type: Housing/Community Development
Budget: Less than \$1 million - \$4.9 million
State: NY
Number of Employees: 11-20

EXPERIENCED INCREASE

"We had to quickly increase staff capacity to meet service demand, we have so far successfully interviewed and trained two groups of new staff via video-conferencing."

Demographic Data:
Mission Type: Social/Human Services
Budget: \$1 million - \$4.9 million
State: FL
Number of Employees: 21-50



EXPECT INCREASE



"The majority of roles can work remotely, a few partially, and a few not at all. We continue to hire for open positions that are able to work remotely."

Demographic Data:
Mission Type: Association
Budget: \$10 million - \$14.9 million
State: CA
Number of Employees: 101-200

42%

NO CHANGE EXPECTED OR EXPERIENCED

EXPERIENCED DECREASE

"We laid off 50% of staff. Half of our staff have to perform their jobs on-site, so we have had to implement additional safety protocols."

Demographic Data:
Mission Type: Environment
Budget: \$1 million - \$4.9 million
State: MD
Number of Employees: 11-20



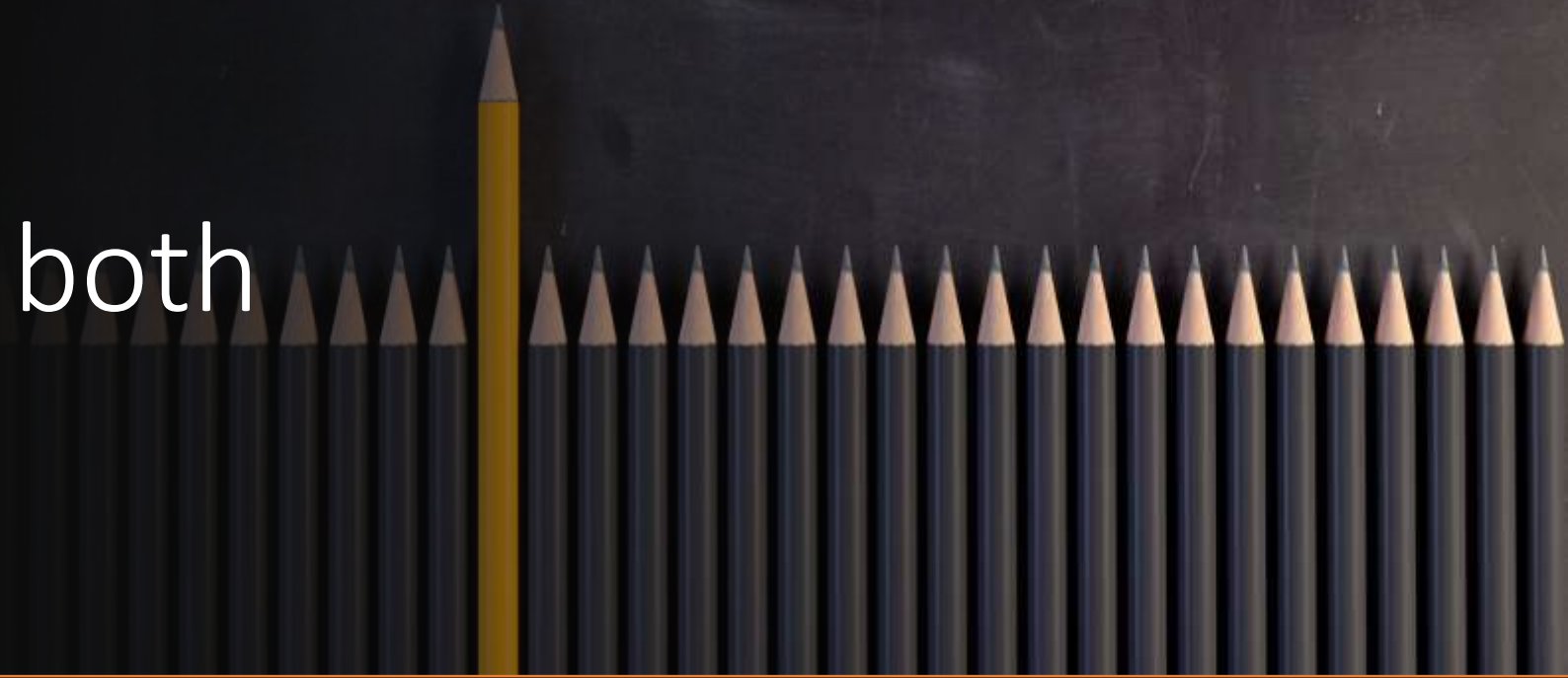
EXPECT DECREASE



"We already canceled most of our spring programming. We anticipate more events will be canceled and we will need to make drastic reductions to headcount and cut benefits."

Demographic Data:
Mission Type: Education
Budget: Less than \$15 million - \$19.9 million
State: VA
Number of Employees: 51 - 100

Challenges for both recruiters and candidates



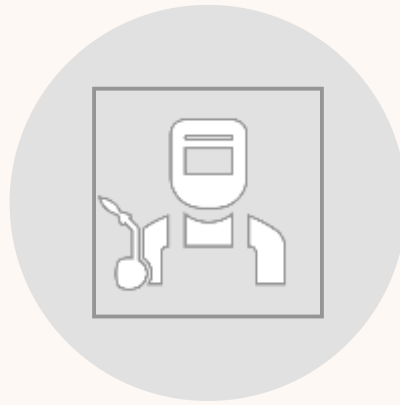
Challenges

- Interviewing candidates in a virtual environment
- Interviewers having to “relax” their standards
- Candidates not having the right technology
- Candidates trying to present professional demeanor while working in a house filled with distractions

Interviewing candidates in a virtual environment




VIDEO INTERVIEW FATIGUE



NO LONGER HAVING THE
CANDIDATES IN PERSON



HAVING TO PAY MORE CLOSE
ATTENTION TO NON-VERBAL CUES



Interviewers having to “relax” their standards

- Recruiters are being more forgiving
- Recruiters are using more behavioral questions to assess skills and cultural fit
- Recruiters are being more understanding/patient with candidates

Candidates not having the right technology

- Recruiters are being more creative
- Recruiters are using a combination of phone & video calls
- Recruiters are more patient allowing for technology mishaps

Candidates
trying to present
professional
demeanor, while
working in a
house filled with
distractions

- Candidates are having to deal with so much more
- Candidates feel stressed even before the interview begins
- Candidates are having to be more thoughtful in the interview and make sure they establish a good rapport with the recruiter while on video



Successes for both recruiters and candidates

Successes

- Organizations are still hiring through the pandemic
- Recruiters are pivoting and preparing/presenting candidates differently
- Stronger recruiter/candidate engagement
- Mastering Virtual On-boarding



Organizations are still hiring through the pandemic

- The social sector has been highly impacted, yet many are still hiring
- This pandemic has created new roles
- Organizations are responding with new services which could enhance hiring for different positions

“Our office has been deemed an essential workplace. We have many contracts with CA Dept. of Ed. Both the Governor and CDE have issued many special bulletins and orders directing us to perform new services.”

Mission Type: Education Budget: \$10 million - \$14.9 million

State: CA Number of Employees: 21-50



Recruiters are pivoting
by
preparing/presenting
candidates differently
for the interview
process

- Recruiters are adapting to the virtual environment
- Recruiters are working with hiring managers to set new expectations of the candidates
- Recruiters are having to adapt to a variety of video tools



Stronger recruiter/candidate engagement

- This phase we are all in will to come to an end or evolve
- Recruiters needs to continue to create strong candidate pipelines
- Recruiters will need to cultivate/engage their pipelines more

Leveraging Best Practices for Virtual Onboarding

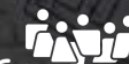
What makes for a great onboarding experience?





TEAM BUILDING

- Building Strong Virtual Relationships
- Tying Strategy & Culture to the Experience
- Key Administrative & Operational Considerations



Nonprofit**HR**

NonprofitHR.com/talentacquisition



Tips for Effective Video Interviewing

- Master your technology
- Ensure A Positive Virtual Experience
- Engage Your Candidates

Q & A



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