

Involving Diverse Stakeholders on Hiring Panels: Transforming Youth Mental Healthcare

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ACCESS Open Minds

INTRODUCTION TO ACCESS OPEN MINDS

- Generating new knowledge & evidence
- Creating a pan-Canadian network
- Providing high quality mental health care & services
- Involving young people & their families/carers

THE HIRING MOTION

On March 31 2016, the ACCESS OM executive committee passed a motion put forward by the National Youth Council:
 “Requiring the Central Office and all ACCESS OM sites to include youth in the hiring panels of all ACCESS OM recruitment & staffing processes and strongly urge all sites to also include family, Indigenous, and other stakeholder perspectives in all hiring decisions.”

This motion:

- influenced HR practices within our network
- led to a wealth of knowledge.

To learn more, we interviewed 16 network members to hear about their **INSPIRATION** for supporting and implementing this motion, their **EXPERIENCE** participating in the process, the **CHALLENGES** they encountered, and the **LESSONS LEARNED**.

STAKEHOLDERS ENGAGED

Participants

Total: 16 participants

Representatives from:

- 5 sites
- all stakeholder groups
- local and national levels

PART 1: THE INSPIRATION

“Traditionally we only engaged people with degrees/academics, yet that’s missing a fundamental piece of expertise from other stakeholder groups”

“The culture of care we create is really about the people – who we hire drives that and they end up **BECOMING ACCESS OM**”

“Service providers may struggle with knowing what young people really want in their care. Engaging youth answers those gaps”

“It’s a way to say ‘**I AM ACCESS OM**’ rather than just ‘I believe in ACCESS OM’”

“Without input from diverse voices, you will make inappropriate decisions because they’re not taking the voice of people who really have the experience”

“If you want the best candidate, engage your stakeholders!”

PART 2: THE EXPERIENCE

“We did not make this optional; it was mandatory. Rules are what needed to break other rules”

“I’ve never done this before! It’s so humbling to offer my experience to serve my community”

“You may be interviewing ONE candidate, but they are perceived by an **ARRAY** of stakeholder perspectives. That is the magic of diversity”

“You pick up information not only on how they answered your question, but also how they interacted with the youth, family, and others”

“Something I’ve never thought of – which a youth came up with – was role plays during the interview. You aren’t asking the standard interview questions”

“Having been an interviewee, the experience I had reminds me of why I’m here: to continue engaging diverse stakeholders in my day to day job”

“How come we didn’t think of this earlier??”

PART 3: THE CHALLENGES

“The commitment was in values. If there was hesitation it was how to make it possible for now, and for in the future”

“C’est de s’assurer que leur voix soit entendue”

“Group think was a genuine concern of mine. [...] because of the power dynamic that traditionally exist in the system”

“Y’a peut-être des gens ou des jeunes qui aimeraient participer mais ils ne savent pas comment faire. **N’ayez pas peur. Foncé!** Y’a toujours quelqu’un qui va vous épauler”

“Give the panelists some [organizational] history so that they have awareness of the project [...] and also talking to them about their hopes, dreams and wishes for this project”

“De parler simplement des choses qu’il faut pour qu’on soit prêt”

“Oftentimes we make things complicated when really they don’t have to be”

PART 4: LESSONS LEARNED

“You’re going to get the best of the best”

“We are covering a generation gap”

“There has to be buy in from senior leadership”

“It does take more time”

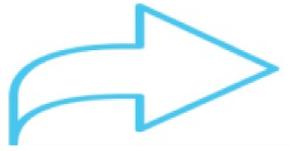
“The responsibility of the decision making is not only on me. It’s nice to know that many people are participating in this decision”

“It was eye opening to learn about the point of view of other employees [...] I think it’s important for everyone to know other people’s point of views”

“Nous aussi on peut avoir des préjugés, des représentations mentales qu’on s’est fait des jeunes. Le projet nous invite de mettre ça de côté et d’aller à la découverte de quelqu’un d’autre”

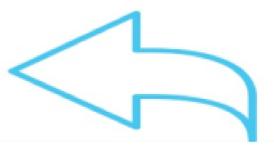
“We’re only at the beginning of this journey [...] we also have a lot more to learn”

NEXT STEPS: STAY CONNECTED AND WATCH THE VIDEOS



WE ARE ON YOUTUBE

We have compiled our experiential knowledge into a four-part VIDEO SERIES, featuring the highlights of these interviews with network members.
 To stay connected, write your email or contact us: access@douglas.mcgill.ca
 1-833-761-6131



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