

## 11 Invest in our staff



TRCA employees build and deliver programs, provide service to clients and the public, and respond to the challenges and opportunities that allow TRCA to achieve its mandate. TRCA needs knowledgeable, talented, and motivated staff equipped with tools to undertake complex work efficiently and effectively. With talented workers being increasingly discerning, it is more important than ever for TRCA to invest in hiring, developing, supporting, and retaining high performing staff.

### DESIRED OUTCOMES

1. All staff are informed and supported to effectively perform their roles.
2. A healthy work / life balance that promotes wellness for all staff.
3. All staff understand how their daily work connects to the strategic goals and priorities of TRCA.

### ACCOMPLISHMENTS ACHIEVED (2013 – 2017)

- Started the implementation of Business World software system to integrate the lower case internal financial management systems and to make tracking and reporting easier for staff.
- Supported professional development and conducted a TRCA Employee Culture survey.
- Developed the digital Staff HUB, an internal digital communication platform, that helps staff connect with each other and access the information and tools they need to do their jobs well.
- Standardized and improved TRCA's hiring process through the Employee Complement Management program.

### PROJECTED ACCOMPLISHMENTS (2018 – 2022)

- Prepare new policies, procedures, standards and guidelines for how TRCA employees interact with the organization and customers.
- Introduce streamlined methods for communicating the organization's key successes and areas for improvement, both internally and for stakeholders.
- Implement a Human Resources Information System (HRIS) to streamline human resources and payroll services.
- Strengthen HR and Corporate Services teams to ensure necessary training for staff and to better support employee performance and wellness.
- Encourage interdisciplinary and interdepartmental teams on projects and plans.
- Create a TRCA Succession Plan that identifies future leaders and ensures business continuity.

### MEASURING PERFORMANCE

The annual staff survey will continue to be used to assess staff satisfaction and to obtain information regarding access to tools needed for staff to do their jobs well. The new HRIS will track and monitor training and retention of staff. Other measures, such as the introduction of new policies and guidelines, and staff progression and participation rates in work/life balance programs, will also be used to assess progress towards desired outcomes.