

A9.5 Human Resource Management

A9.5.1 Recovery and restoration management is human-resource intensive over an extended period and workers are engaged in stressful duties in disrupted circumstances. It is therefore necessary that staff, agency personnel and volunteers are provided with high levels of care and support. Care should also recognise, and be extended to, those personnel continuing to deliver agency services during the absence of their colleagues.

A9.5.2 The regular human resource management tasks continue to be needed however, there is a significant increase in rostering, selection, vetting, recruitment, travel arrangements, cost reimbursement, accommodation and care and support.

A9.5.3 The following lists the issues likely to affect workers, as well as the support aimed at their well-being and effectiveness:

- over commitment (given the long term nature of services),
- blurred boundaries (confusion of role differentiation, professional v friend),
- personnel seeking help from clients,
- emotional involvement,
- professional/organisational well-being,
- cost effectiveness of caring for staff,
- obligation to maintain staff health/effectiveness,
- staff support/welfare, including –
 - provision of debriefing/peer supervision,
 - monitoring,
 - secondary level support,
 - personal/professional needs,
 - mental health needs,
 - self monitoring and self referral must be acceptable and positively promoted within all agencies.

A9.5.4 A range of approaches may be used to address these issues and ensure the well-being of all personnel involved in the provision of psychological services.

These include:

- peer support,
- defusing,
- debriefing,
- mentoring,
- feedback/recommendations,
- operational review/accountability,
- one on one counselling,
- recognition,
- rostering/staff management and
- establishment of sound operational policy, standards and procedures.

