

# Guidelines: Addressing a Shortage in Back-Office Staff

## Consideration:

- When your agency has lost, or anticipates losing, back-office staff who conduct critical organizational activities.

## **Planning for a potential shortage of back-office staff**

- ☐ Identify essential back-office activities.

Examples of Essential Activities	Examples of Related Jobs
Facilitating employee payments	Payroll Administrator
Paying bills and coordinating other agency expenditures	Finance Administrator
Procurement of essential goods (e.g. PPE, groceries)	
Recruitment and screening of new applicants	Talent Acquisition Administrator

- ☐ For jobs performing essential activities, you may consider assigning at least one “back-up” using criteria, such as the following:
  - Relevant skills
  - Current availability
  - Willingness to assume overtime hours
  - Willingness and ability to assume new responsibilities

## **Addressing a potential shortage of back-office staff**

- ☐ Reach out to your identified “back-up” to see whether you can fill the vacancy in the short-term with internal resources.
- ☐ Ask agencies in your community if they have the capacity/resources with appropriate skills to support activities while the vacancy exists.
- ☐ Let your local Community Planning Table (CPT) know which critical activities you are seeking support with.
- ☐ Consider additional sources to fill staffing gaps:
  - Retirees or volunteers from your agency
  - Students and new graduates of relevant university/college programs
  - [Health Care Workforce Matching Portal](#)
  - Staff augmentation (e.g. consultants, contractors)
  - Outsource to external vendors (e.g. payroll or financial activities)
  - Reach out to a local recruitment/staffing agency for short-term support