



SUPPORTIVE ECOSYSTEMS

- The returner ecosystem

The returner 'ecosystem'

Providing a strong support framework or ecosystem can help to maximise the likelihood of a successful permanent hire. The support ecosystem is both technical and social, encompassing the skills and self-belief of individuals. It is important to note that these are not all essential elements of the program. It is up to the business and the returner to determine the supports that are best suited to them.

PRE-INTERVIEW SUPPORT

Supports could include: links to webinars, workshops, coaching or familiarisation days to build confidence for the interview process. Supports help candidates to perform to the best of their ability and are positive for career development regardless of whether they are successfully placed.

HR BUSINESS PARTNER

HR advisors are independent supports throughout the program and help to identify training needs and requirements ahead of time.

ALLIES

Allies provide a sense of community and support for returners. They might include recent Returners, working parents, leaders of social clubs and committees or parents and carer networks.

MENTOR

Mentors advise about business culture and values, help resolve any internal conflicts and, provide longer-term career management support.

COACH

Some businesses arrange for external coaches to support returners as they transition back to the workplace. Coaches can help with practical aspects of the program, such as developing objectives and rebuilding professional self-confidence.

LINE MANAGER SUPPORT

Line managers are responsible for the day to day experience of the returner, including:

- Expectation setting: ensuring returners understand their objectives, success measures and the process of ongoing recruitment
- Providing regular feedback and coaching
- Adjusting supports through the transition period