Ryan Mitchell

BACKGROUND

Ryan has been working in HR for over 15 years and with a recent effort to be more open to incorporating diversity and inclusion practices when hiring. Due to labor shortages, Ryan is exploring second-chance hiring to find employees who may otherwise be overlooked. Ryan believes in giving everyone a fair chance but he is still hesitant and requires doing a lot of research to ensure that he's not exposing his company to any legal risks.

PERSONAL DETAILS

Age: 45
Marital Status: Married
Income: $85,000/year
Location: Vancouver, BC
Job Title: Human Resources Manager at Sherwin Williams
Education: Bachelor's Degree in HR Management

KEY BEHAVIORS

- Reviews applications and conducts interviews with potential hires.
- Connects with second-chance hiring programs to find employees.
- Ensures compliance with legal and HR best practices when hiring individuals with criminal records.

KEY GOALS & MOTIVATIONS

- Filling open positions with skilled, reliable, and motivated workers
- Contributing to his company and his own social responsibility initiatives
- Reducing turnover and recruitment costs

KEY TASKS

- Reviewing resumes
- Searching for incentives or benefits for hiring ex-offenders
- Ensuring compliance with local hiring laws regarding criminal background checks

TAGLINE

"Finding quality talent while giving second chances to those who need them."
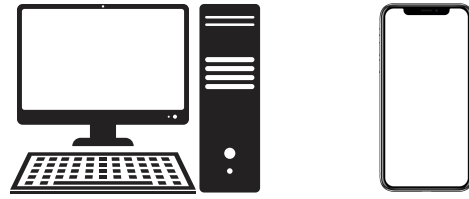
SCENARIO

Ryan is considering hiring an ex-offender for an open warehouse position, but he's concerned about legal risks and how to onboard the candidate effectively. He needs a platform that offers clear guidance on legal compliance. A well-organized resource library would help him feel more confident about making an informed decision while ensuring his company stays compliant with regulations.

RESOURCES

https://alis.alberta.ca/inspire-and-motivate/
working-with-employers/working-with-employers-to-recruit-and-retain-ex-offenders/

https://on360.ca/policy-papers/employing-ontarians-with-criminal-records-policies-to-correct-labour-market-misconceptions/

PAIN POINTS & FRUSTRATIONS

- Concerns about legal implications of hiring people with criminal records
- Difficulty finding clear, reliable resources offering guidance on second-chance hiring
- Uncertainty about onboarding and managing employees who may face unique challenges (e.g. behavior, mental health, technology literacy)

MUST HAVES

- Information on legal guidelines, best practices for hiring ex-offenders, tax incentives
- Success stories and case studies on hiring ex-offenders
- Support resources for employee onboarding

MUST NEVER

- Complex legal jargon in resources
- Disorganized resource library (e.g. not searchable, not categorized)
- Lack of customization options
- Lack of follow-up support (e.g. resources for training, managing behavioral issues)