

# Highlights – 2016 Employee Turnover Report – by Classification

Full report available upon request



## Introduction

The *2016 Employee Turnover Report – by Classification* supplements the *2016 Employee Turnover Report*, which provides an overview of employee turnover in the Social Services Sector in British Columbia, by providing employee turnover data by job classification.

The information in this report is based on 2015 data, collected in the *2016 Compensation and Employee Turnover Survey*, conducted in the 3<sup>rd</sup> and 4<sup>th</sup> quarters of 2016.

## Job Matching

To compare positions with the same or similar characteristics, we use a job matching process to identify the classifications that are included in this report.

Turnover data by classification is presented for:

- Bargaining Unit classifications with the “Benchmark” Position Type” (82.5% of reported Bargaining Unit FTE).
- Non-Union positions with Bargaining Unit-equivalent classifications (55.7% of reported Non-Union FTE).
- 21 most commonly reported Management & Excluded positions (96.0% of reported Management & Excluded FTE).

## Report Design

This report presents turnover data by classification by Service Division.

For each classification, turnover rates are presented in total and separately for regular and casual employees, if applicable. FTE is shown for reference.

For each classification, vacancy rate is presented alongside the number of vacant positions and terminations.

These figures indicate the number of new and replacement jobs created by our member organizations.

Non-CSSEA social services agencies that participated in the *2016 Non-Union Compensation and Employee Turnover Survey* are also included in this report.

## Turnover Rate – Top 5 Jobs by FTE

Bargaining Unit	FTE	Total Turnover Rate
Residence Worker	2,059	16.7%
Community Support Worker	1,923	16.0%
Adult, Youth and/or Child Worker	265	19.2%
Program Coordinator 2	223	10.6%
Early Childhood Educator	198	18.3%

  

Non-Union	FTE	Total Turnover Rate
Residence Worker	200	27.2%
Community Support Worker	105	20.9%
Adult, Youth and/or Child Worker	96	19.4%
Family Counsellor	61	15.3%
Early Childhood Educator	33	11.3%

  

Management & Excluded	FTE	Total Turnover Rate
Program Manager	455	8.9%
Program Director	176	6.5%
Executive Director	156	6.0%
Program Coordinator	147	11.4%
Manager, Finance and Administration	119	10.6%

## About the Survey

CSSEA’s annual *Compensation and Employee Turnover Survey* collects compensation and turnover data for all Bargaining Unit, Non-Union, and Management & Excluded positions, as well as other financial and demographic information.

The target sample group of the *2016 Compensation and Employee Turnover Survey* includes 194 agencies that have been CSSEA Members in both calendar years 2015 and 2016. 168 of the 194 agencies responded to the survey. The overall response rate was 86.5%.

	All	CLS	GS	AS
Participation	86.5%	87.4%	80.6%	100.0%
# of Agencies	168/194	83/95	75/93	6/6
# of FTEs	11,393	7,362	3,828	203
Total Funding	\$893M	\$521M	\$336M	\$36M
Total Comp.	\$624M	\$392M	\$217M	\$16M

**To request a copy of the full report**, please contact CSSEA’s Finance, Research and Knowledge Management Department. **Phone:** 604.687.7220 **Toll Free:** 1.800.377.3340 **Email:** [research@cssea.bc.ca](mailto:research@cssea.bc.ca)