STAFF CAPACITY REFLECTION

Start with the work, not the job titles

Choose one area of engagement, service delivery, outreach, or community support that feels difficult to sustain. Then ask: What actually has to happen for this work to function?

- outreach
- scheduling
- intake
- follow-up
- reporting
- referral coordination
- partner communication
- responding to community questions
- troubleshooting

Capacity inventory

What has to happen?	Who is carrying it now?

If this person were unavailable tomorrow, what would stop functioning?

A team can look fully staffed on paper while still being operationally fragile.

STAFF CAPACITY REFLECTION

Choose one pressure point

Do not leave this exercise with a plan to “fix capacity.”
Choose one specific place where the work feels difficult to sustain.

1. What is creating the pressure?

2. What would reduce it?

What might help?

- [ ] clearer ownership
- [ ] better documentation
- [ ] a simpler process
- [ ] a referral protocol
- [ ] technology or automation
- [ ] fewer priorities
- [ ] additional training
- [ ] a change in staffing or resources
- [ ] something else: _____

What could we clarify, simplify, stop, or redistribute?

Capacity is not only about how much the team has.
It is also about how thoughtfully that capacity is being used.

Need help identifying where capacity is getting stuck?

Tiny Ripples can work alongside your team to examine the work itself, understand where pressure is concentrated, and identify practical ways to strengthen how the work is structured and supported.

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