

# Job Skills' Agency Profile

Over the years, Job Skills has earned a reputation for being able to develop special initiatives to meet the needs of specific target groups.

Job Skills has established a strong community presence and continuously works to strengthen its relationships with Employment Service providers, social service agencies, the business community, educational institutions, municipalities and all levels of government. These relationships make it possible for individuals and employers to achieve their employment goals.

Job Skills' Programs and Services are provided at no cost to unemployed individuals and are funded by the Government of Canada, the Ontario Government, the Ontario Trillium Foundation, municipal governments and the United Way of Toronto and York Region. Funds are also generated through special initiatives.

Job Skills has earned a reputation for excellence that is client-centered yet results-oriented. The services and programs delivered by Job Skills are designed to meet clients' and employers' specific requirements, as well as be flexible enough to respond to the needs of the community and changing employment conditions.

Other special initiatives, undertaken by Job Skills to build on community capacity or support a specific target group, complement the Agency's offerings.

## EMPLOYMENT SERVICES and PROGRAMS

Job Skills' Employment Services and Programs support individuals looking to enter or re-enter the job market, as well as those who are looking to develop special skills to achieve their career goals.

Job Skills' Employment Ontario Employment Service (EOES) Centres in Brampton, Keswick and Markham are available to all residents wanting to access community information, employment services and Employment Ontario-funded programs. Job Skills also offers individualized assistance to job seekers through the creation of an Employment Service Plan, which may include activities such as career exploration, coaching and job development or referral to services/programs/ training.

Young people or students looking for a job, regardless of background or circumstances, can get help through a variety of programs offered at Job Skills. Through Youth Job Link, Youth Job Connection and Youth Job Connection Summer/Part-time, Job Skills is able to provide the appropriate supports to help youth from 15 – 29 years of age, connect with employers and find employment opportunities.

Another employment service provided by Job Skills is Smart Start, a specific employment program designed to support unemployed residents of York Region as they obtain the skills and certification necessary to compete for employment in Food Services or Customer Service. The newest addition to the Employment Supports offered by Job Skills is the Right Fit program, helping Persons with Disabilities to gain independence through gainful employment.

## EMPLOYER SUPPORTS

Job Skills has experienced Staff dedicated to supporting employers faced with the challenges of hiring. Employer Services, including workforce planning, recruitment services, facilities for job fairs,

apprenticeship information, and financial supports, can be customized to support the hiring of both youth and adults. Employer networking and specific professional development events are also organized to provide additional resources to employers.

## NEWCOMER SERVICES and PROGRAMS

Job Skills' Newcomer Division recognizes the unique employment needs of newcomers/ immigrants to Canada by offering specialized programming to help them transition into the Canadian workforce.

Bridge to HR is a bridging program for internationally trained individuals in the Human Resources sector. The program allows participants to fast track the achievement of the Certified Human Resources Professional (CHRP) designation as well as provide access to work placements, mentoring and coaching opportunities.

Job Skills also played a key role as one of five lead agencies involved in developing the Welcome Centre Immigrant Services model for York Region. The Welcome Centres offer a broad range of services and programs for immigrants and newcomers – all under one roof. Job Skills manages the Welcome Centre in Markham North, one of five in York Region. Job Skills is also responsible for providing Employment Support Services and Job Search Workshops (JSW) Program at the Centres.

In 2015, Agency added a Job Find Club for Internationally Trained Individuals to support newcomers who possess specific skills, but need focussed job search support to land a job.

In Spring 2016, Job Skills launched Simpat, a Practice Firm for newcomers seeking experience in a simulated work environment.

## BUSINESS SERVICES

Job Skills is committed to assisting start-up, existing and growing business ventures, supporting entrepreneurial supports and increasing the chances of business success. For more than 18 years, Job Skills has delivered a range of programs/services for individuals who want to pursue self-employment as an option. Currently Job Skills provides a Self-Employment Program for Persons with Disabilities (SEPWD). To address the gap in services for newcomers interested in self-employment, Job Skills delivers Self-Employment Pathways for Newcomers, a mobile program in York Region, that helps these clients explore the idea of starting a business in Canada. <sup>L</sup>

## SOCIAL ENTERPRISE

In the Winter of 2016, Job Skills launched a Social Enterprise called Build Your Business, providing a range of fee-for-service offerings for entrepreneurs including one-on-one business coaching, business workshops, Business Concept Assessment and Business Plan Evaluation.

# Foundation Statements

## MISSION

Job Skills offers employment solutions connecting the skills of job seekers with the needs of employers to create a more vibrant community.

## VISION

We will develop a continuum of services to support individuals facing employment transitions as they progress towards self-reliance.

Our services will span the employment development spectrum including social, workplace and labour market information, action planning, job-specific skills, employability skills, job maintenance, and self-employment assistance.

Our services will build on the assets of the community and will promote community well-being.

We will offer services at various levels of intensity and match clients to the level they require.

We will be the service provider of choice for individuals, employers and the community.

We will be at the forefront of human resource development, seeking out and taking on new initiatives that extend our expertise.

We will have a diversity of funding sources, including federal, provincial and municipal governments, employers, non-governmental organizations, and individual fee payers.

We will utilize the latest technologies and flexible workplace practices where they contribute to excellence in service delivery to clients and / or excellence in administrative functions.

We imagine a day when there will be universal access to all labour adjustment services.

## VALUES AND BELIEFS

### Commitment to a Community-Based Approach

We are committed to delivering community-based services which reflect a holistic approach, personal autonomy of clients, cultural sensitivity, individual and small group approach, non-institutional settings, organizational autonomy and community accountability.

### Meeting Community Needs

We believe our services must be responsive to community needs. We are committed to continuous monitoring of our external environment and to adapting as required.

### Developing Partnerships

We are committed to taking a leadership role in developing partnerships and participating in partnerships where this adds value.

### Access to Lifelong Learning

We believe in life long learning and that people should have access to opportunities that contribute to their economic and personal development.

### People Can Change and Grow

We believe that every person can change, learn new skills, take responsibility for his/her own development, and become a more productive member of society.

### Equality of All People

We believe in treating everyone with dignity and respect.

### Excellence in All We Do

We believe in excellence against measurable outcomes as our standard. We believe that staff and board development is required to maintain the highest level of professionalism.

### Valuing Innovation

We value creativity and innovation. We support risk-taking consistent with our mission, vision and values, and within the Agency's resources.

### Commitment to Action

We are committed to being action-oriented, making decisions when necessary with the best information available at the time, and adjusting as new information is obtained.

# In Motion – A Strategic Plan to Guide Job Skills through 2020

## EXECUTIVE SUMMARY

Developing a Strategic Plan requires a combination of thoughtful reflection and analysis, along with creative visioning and planning for the future. At Job Skills, this activity is also a collaborative process involving input and consultation with all Staff – from front-line workers to middle and senior management and the Board of Directors.

The process started more than six months in advance, in the Fall of 2016, when all Staff had the opportunity through cross-divisional groups (or PODs) to provide ideas for service integration and partnerships, future programming, improvements and revenue generating opportunities. Middle Management was also involved in discussions with the Senior Management Team to review and determine key priorities and goals for the upcoming year and Board members attended several preparatory presentations. The final Strategic Planning session, with the Board of Directors and members of the Senior Management Team took place in March 2017.

Guided through the process by Strive Consulting Group, the Board and Senior Management Team developed the following Strategic Directions, along with concrete Indicators of Success and Business Plan Strategies. Annual Operational Plans provide the parameters and framework for the Plan's implementation to support the Agency's success for 2017 and beyond.

The Strategic Plan is reviewed annually – to ensure the Directions are still relevant, with a major review undertaken every three years.

### Strategic Direction #1

#### Maintain or Exceed Appropriate Funding Levels and Pursue Discretionary Funding Opportunities

Aim:

A. Job Skills will achieve appropriate funding levels for the next three years in keeping with our core values and areas of expertise. Budget levels will be reviewed annually.

B. Job Skills will ensure that unrestricted funds are available to provide the minimum contribution required to meet new funding requirements for additional/new Programs and Services in order to meet/respond to identified community needs, support ongoing Professional Development and Research and Development.

### Strategic Direction #2

#### Ensure Excellence in Service Delivery

Aim:

Ensure excellence in service delivery for Job Seekers, Employers, Community Partners and Funders. Achieve successful outcomes and Customer Satisfaction through a mixed menu of Programs and Services that meet community labour market needs.

### Strategic Direction #3

#### Maintain Infrastructure to Maximize Organizational Performance

Aim:

Job Skills will maximize organizational performance with a full complement of skilled, service and goal-oriented Staff that keeps pace with business, service delivery and funding requirements. Job Skills will invest in infrastructure and talent development to maximize organizational performance.

### Strategic Direction #4

#### Develop and/or Maintain Strategic Partnerships

Aim:

Job Skills will develop opportunities for mutually beneficial private, public and not-for-profit sector partnerships.

# Members of the Board of Directors

## – June 2017- May 2018

Wayne Thiessen, Chairperson

Carmen Polog, Secretary-Treasurer

Lisa Alfieri Sladen, Vice-Chair

Mary Lou Armour, Past Chair

Sylvie Bilodeau, Director

Maxine Gordon Palomino, Director

Alastair Hobson, Director

Elias Lyberogiannis, Director

Marco Osso, Director

Mikayla Wicks, Director

# Annual Impact Report for 2016

A photograph of Job Skills' Christine accompanied the following story:

"Lost. Worried. Alone."

"That's how I felt when, after 20 years of being a 'stay-at-home' Mom, I became the family breadwinner. Suddenly, I had to find work – fast! In a tailspin, I thought no one would ever hire me – an 'older worker' with rheumatoid arthritis. How would I take care of my kids without a paycheck? I lay awake worrying. Then one day, searching online, I found Job Skills. I couldn't believe how kind the staff were. They helped me with a 'return-to-work' plan and steered me into workshops to learn new skills."

"My fear eased and my confidence grew – I could now sell myself! With the heartfelt caring of the folks at Job Skills, I ultimately landed a great job and ensured my family's security."

~Christine

The impact report consists of a number of charts and graphs providing statistical information about Job Skills from January to December 2016. Information included:

Job Skills delivered 24 employment, newcomer and business services and programs across the GTA

Job Skills' expert staff provided 66,000+ hours of direct client service to job seekers and new entrepreneurs

Over 2,400 hours of Employment Services workshops, sharing expertise to support 3,500 people in their job search.

- The most popular workshop topics were: Soft Skills Solutions, Interview Strategies and Write Your Winning Resume

People who want to learn more about the job search sector are encouraged to join the more 5,400 people who follow a Job Skills' social media account: Facebook, LinkedIn, Twitter and YouTube.

Demographic statistics of Job Skills' clients indicate 51% are aged 30 – 49, 33% are aged 15 – 29 and 16% are 50+. 52% of Job Skills' clients were female, 46% were male and 2% were unspecified. Our clients are from 100+ different countries and speak more than 34 languages.

In tracking the sectors in which our clients are looking for work, and the sectors of the employers we work with, a chart displays a close match among sectors: Professional, Scientific & Technical Services; Administrative & Support; Construction; Retail Trade; and Health Care & Social Assistance.

15% of Job Skills' employers attended an education and training session; 22% provided donations/volunteered their expertise and, 63% received support (i.e. recruitment, job fair, job postings, incentives, job maintenance support for staff, workforce planning).

Financial data was extracted and summarized from the 2016 Audited Financial Statements of Job Skills – available on request:

- 94% of expenditures are for client service
- 30% Job Seekers

- 28% Newcomers
- 16% Employers
- 15% Youth
- 5% Entrepreneurs
- 6% Administrative

Job Skills received funding from different levels of government and organizations:

- 66% Provincial
- 28% Federal
- 3% Municipal
- 2% Registered Charities
- 1% Other – including funds generated through special initiatives