

CAREER DEVELOPMENT ELEVATED LEARNINGS FROM SYSTEM TRANSFORMATION

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NOVA SCOTIA **WORKS**



Why Transformation? Key Facts –Population Statistics/Indicators

- Changing demographics - Aging population and youth outmigration contribute to a **declining workforce**
- Employers cite **workforce issues** as one of their #1 concerns
- **27.3%** of people who leave NS cite a **lack of confidence** in their ability to meet career goals in NS
- For **youth**, this percentage rises to **45.3%**
- We have jobs without people, and people without jobs
- Despite these changes within our labour market economy, the employment services system, as a whole, has not evolved accordingly

WHAT WE KNEW...



We invest too much in administration and infrastructure and not enough in service excellence and front-line delivery



People with specialized needs do not have equitable access to service



Research tells us that clients are more concerned with the quality of service they receive than they are with who delivers it



Students and employers are under-served



Inconsistent standards and staff qualifications have impacted system credibility



90% of job seekers polled have never heard of 'Careers NS'

WHAT SERVICE PROVIDERS TOLD US...



Service providers must have the expertise and skills to deliver services to specialized populations, and must be representative of those populations from the Board down to front-line staff



You want the opportunity to partner and collaborate with us and with others in your own regions to determine what delivery looks like locally – no RFP



You want more freedom to innovate – too many 'boxes' and administratively burdensome



You want access to more professional development for your staff, and more supports for clients



Youth and employers are key client segments that you want to serve but have not been empowered to do so



You have best practices that could be replicated across the Province



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The Vision

A skilled, engaged, and productive workforce for Nova Scotia employers

A student feels more empowered to chart his/her own career course.

A parent knows how to help.



A job seeker knows where and how to access quality employment services.



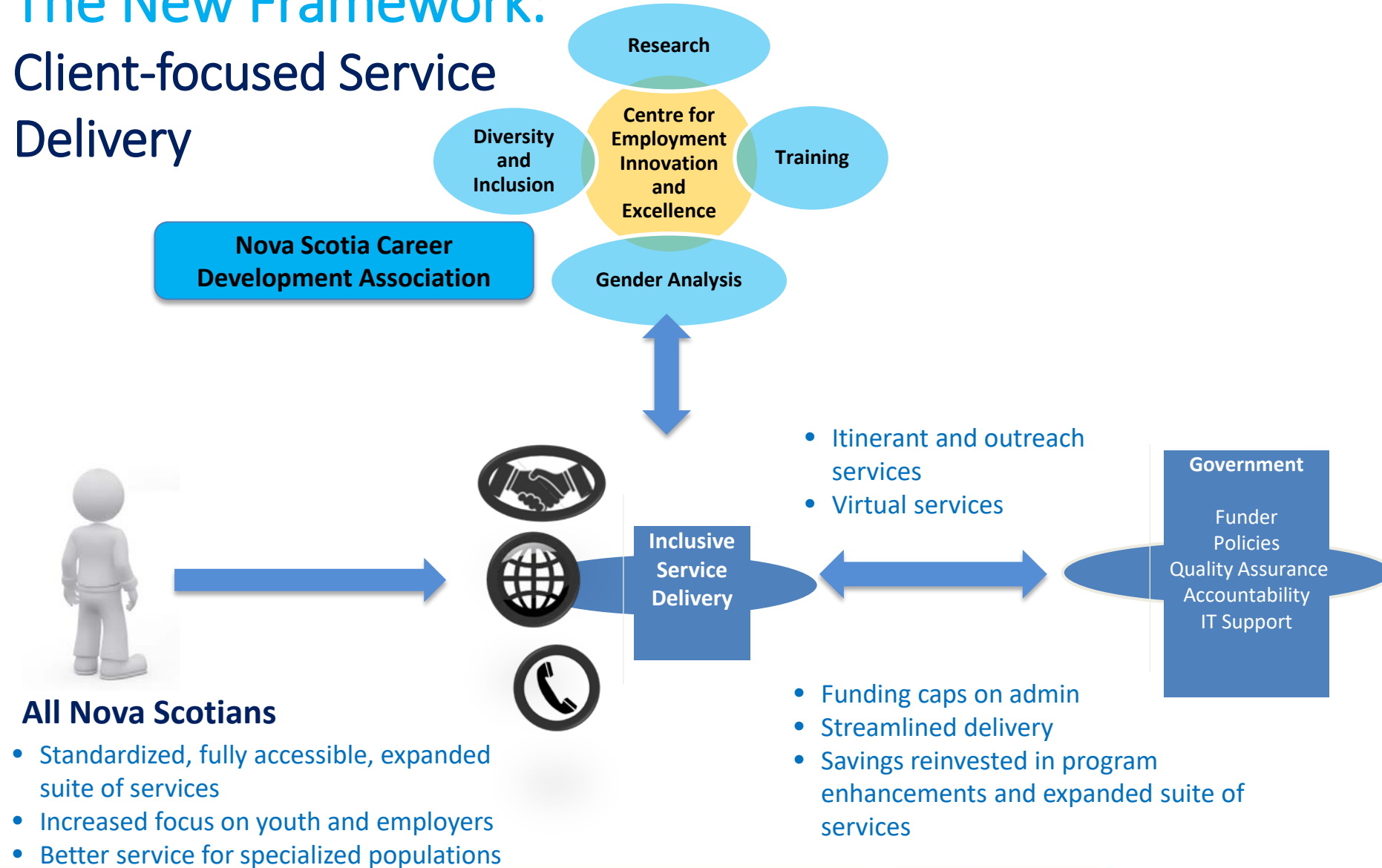
A business owner looking for employees is planning for his/her future workforce and is recruiting employees through a local career centre.

2015



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The New Framework: Client-focused Service Delivery



IMPACT ON DECISION-MAKING CONTINUUM



Inform

- Where a decision has been made and consultation is not required.



Consult

- Where information is being sought to help make a decision or where the feedback will be taken into account when making the decision.



Involve

- Where the outcome will be heavily influenced by the result of the consultation.



Collaborate

- Where a decision is taken with others.



Empower

- Where the final decision is in the hands of others.

- Engage → The continuous and on-going process of developing relationships and partnerships and creating space so that multiple voices, experiences, lenses, perspectives are able to be heard.





Performance
Accountability
Outcomes

Client-focused Service Delivery

Values: The Nova Scotia Works System is a people-focused employment and career services system that values inclusion and diversity in our workplaces and communities. We practice respect and dignity by serving the whole person, focusing on their assets and strengths.

Guideline to Client-focused Service Delivery



“Consistent, timely, inclusive and accessible services to any Nova Scotian who walks into a Nova Scotia Works (NSW) Centre”

—*NSEAS Program Policy Statement*



Guideline to Maximum Reach & Access

Maximum Reach & Access

Values:
By focusing on community impact, we will provide a welcoming environment and services that are accessible, equitable, culturally inclusive and diverse.



Service Excellence

Values:
As Nova Scotia Works System Partners, we demonstrate a level of respect and trust in each other which shapes the delivery of service for all. We strive to continuously evolve by improving the quality, equitability and accessibility of service delivery. We share innovations and promising practices; base decisions on evidence; embrace diverse experiences; and commit to building an inclusive, equitable system.

Guideline to Service Excellence

NOVA SCOTIA WORKS
NOUVELLE-ÉCOSSE AU TRAVAIL

Purpose

As NS Works System Partners, we support and empower Nova Scotians; to foster resiliency in individuals, businesses and communities to build a stronger province.

Vision

A quality employment services system that is relevant and responsive to Nova Scotians, partners and stakeholders.

A robust, productive and inclusive Nova Scotian workforce that represents and celebrates our province's diversity and embraces opportunity and innovation.

Mission

NSW System Partners collaborate with each other and stakeholders to lead in promoting and building:

- Welcoming and innovative workplaces;
- An engaged, diverse and inclusive workforce representative of the communities in which we serve;
- A skilled, resilient and productive workforce and workplaces across the province.

STRATEGIC CONSIDERATIONS



- ❖ Diversity and inclusion
- ❖ Accessibility & Universal design
- ❖ Bilingual Services
- ❖ NSW Digital



- ❖ Branding & Marketing
- ❖ Employer Services
- ❖ Youth Services



- ❖ [NSCDA](#)
- ❖ [CEI](#)
- ❖ Accountability & Performance
- ❖ Governance
- ❖ Research & Innovation
- ❖ Collaboration & Engagement

Last revision: Feb 2019

Accountability Framework Strategic Plan



The Nova Scotia we aspire to has a thriving and resilient workforce with the skills to fill the jobs the province needs. We want to be where all Nova Scotians, including those underrepresented in the labour market, can find and sustain meaningful and long-term labour market opportunities, if they so choose. By collaborating with our Nova Scotia Works system partners, we empower community organizations to play a role in building well-balanced labour markets.

We aspire to be a Nova Scotia where job seekers understand, can prepare for and achieve their career and occupational goals and where businesses and employers can find, hire, manage, develop, and retain the talent they need to be more productive in a global economy. We believe that no one should be left behind so we work to ensure equitable access to inclusive employment assistance services that are tailored to the unique and diverse needs of clients.

By focusing on the three Performance Accountability Outcomes of Maximum Reach and Access, Service Excellence and Client Focused Service Delivery, the system improves the effectiveness, efficiency and accessibility of service delivery.

We know how satisfying it is to connect people to jobs and jobs to people. We want job seekers to feel the satisfaction, independence, connection and sense of purpose that comes with meaningful employment. This isn't some distant future, we are making progress everyday. It's a BIG job, but we come to work everyday because we know we make a difference.



Last revision: December 2019

Vision

- ❖ A quality employment services system that is relevant and responsive to Nova Scotians, partners and stakeholders.
- ❖ A robust, productive and inclusive Nova Scotian workforce that represents and celebrates our province's diversity and embraces opportunity and innovation.

Goals

NSEAS Policy Outcomes

Main Key Performance Indicators

01

Skilled, resilient and productive workforce and workplaces across the province.

POPULATION ACCOUNTABILITY OUTCOMES

1. Improved labour market opportunities and outcomes for all Nova Scotians including those underrepresented in Nova Scotia's labour market.
2. Nova Scotia job seekers that understand, can prepare for and achieve their career and occupational goals including finding and keeping meaningful and long-term employment.
3. Nova Scotia businesses and employers that can find, hire, manage, develop and retain the talent they need to be more productive in a global economy.

- ✓ Number/percent of job-seeker clients underrepresented in the labour market employed full-time and still employed (0 week; 24 week; 52 week follow-up) by quarter, region and Service Provider organization.
- ✓ Number/percent of all Nova Scotia job-seeker clients employed full-time and still employed (0 week; 24 week; 52 week follow-up) by quarter, region and Service Provider organization.

02

An engaged, diverse and inclusive workforce representative of the communities in which we serve.

4. Community organizations and others that are empowered to play a role in building well-balanced local labour markets.
5. Nova Scotians who have equitable access to inclusive employment assistance services that are tailored to their unique and diverse needs.
6. Enhanced career planning outcomes for youth.

- ✓ Number/percent of Return to Work Action Plans (RTWAPs) developed by region, Service Provider organization and underrepresented status.
- ✓ Number/percent of client completions of SD, START, JCP or SEB intervention (programs) by region, Service Provider organization and underrepresented status.

03

Increased effectiveness, efficiency and access of service delivery and the appropriate use of government and community resources.

PERFORMANCE ACCOUNTABILITY OUTCOMES (NSEAS Program Policy Directives)

SERVICE EXCELLENCE

1. Agreement Holders demonstrate financial stewardship by accounting for and appropriately allocating funds and resources associated with their contractual commitments under the NSEAS agreements.
2. Agreement Holders ensure excellence in organizational management through effective planning and sound governance practices.
3. Agreement Holders have the appropriate internal corporate policies to mitigate risks and ensure their employees understand them.
4. Agreement Holders advance Performance and Population Accountability Outcomes of the NS Works Accountability Framework.

MAXIMUM REACH AND ACCESS

1. Nova Scotia Employment Assistance Services and Centres are equitable, inclusive and responsive to the diversity of communities Served.
2. Centres are facilities that provide accessible information, supports and services and through a variety of service delivery channels.

CLIENT FOCUSED SERVICE DELIVERY

1. Agreement Holders effectively navigate clients across the continuum of relevant programs and services.
2. Agreement Holders ensure that professionally guided assistance and consistent service offerings are available to meet the needs of all Nova Scotians, both in person and virtually.

Strategic Considerations

Diversity & Inclusion

Accessibility

Bilingual Services

NS Works Digital

Branding & Marketing

Employer Services

Youth Services

NSCDA

CEI

Accountability & Performance

Governance

Research & Innovation

Collaboration & Engagement



LABOUR MARKET

Improved labour market opportunities and outcomes in Nova Scotia



JOB SEEKERS

NS job seekers understand, prepare for and achieve their career and occupational goals



EMPLOYERS

NS businesses and employers can find, hire, manage, develop and retain the talent they need to be more productive in a global economy.

Outcomes Indicators



COMMUNITY ORGANIZATIONS

Community organizations can play a role in building well-balanced local labour markets



ALL NOVA SCOTIANS

All Nova Scotians have equitable access to inclusive employment assistance services that are tailored to their unique and diverse needs

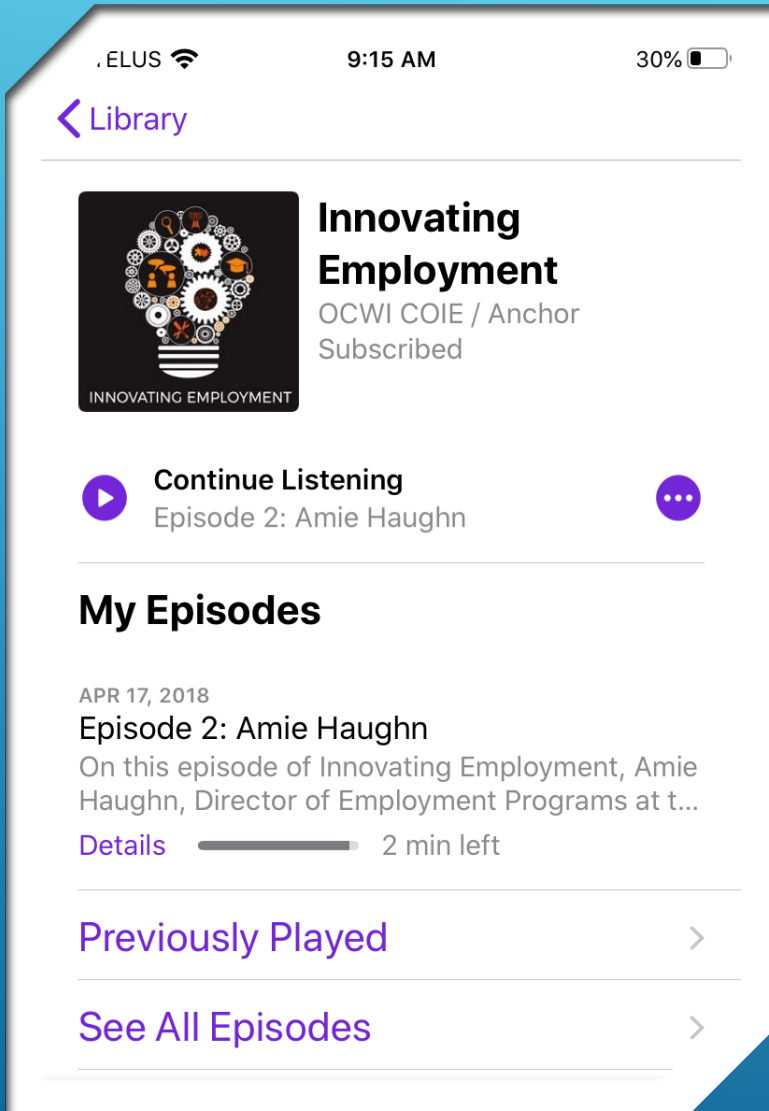


YOUTH & CARE-GIVERS

Enhanced career planning outcomes for youth







PODCAST ON ITUNES