



# Innovative Approaches to Serving Newcomer Job Seekers

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**Cannexus Conference 2019**

# Introductions

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ACCES Employment

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ACCES Employment

# Outline

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- About ACCES Employment
- Our Challenges and Solutions
- Exploring Opportunities

# (A.C.C.E.S.)

## Accessible Community Counselling and Employment Services

- 6 locations in the GTA; national; pre-arrival; online services
- 34,000+ job seekers online and in-person
- In 2017-18, we served 2,300 refugees
- Over 30 specialized programs
- 2,200 employers

### OUR VISION

A fully inclusive labour force that reflects the diversity, skills, and experience of Canada's population.

# Our Tagline



# Our Stakeholders

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**Employers**

**Job Seekers**

# Our Creative Process

*Begin with the end in mind!*



**Example #1:**



# Our Challenge

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- Clients need to be prepared with “future skills”
- Our bridging programs did not cover this enough or explicitly enough
- Frontline staff are teaching and clients are receiving information

# Our Solution: Experiential Learning

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- Real-world issues provided by employers
- Small groups create and present solutions and get feedback
- Use a platform to facilitate communication

# Our Results

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- Clients get meaningful exposure to Canadian employers and workforce trends
- Clients can include employer testimonials in their applications and portfolios
- Frontline staff are facilitating self-directed learning



Broader skill set for staff  
Clients have recent Canadian experience

**Example #2:**

# Our Challenge

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- Influx of Syrian newcomers to the GTA
- Many had low levels of English and literacy
- Did not migrate by choice
- Lack of Arabic speaking frontline staff
- Desire to start working quickly

# Our Solution: Construction Trades Program

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- Created a program with an attractive job goal
- Available for people with CLB 2+
- Engaged unions as delivery partners: LiUNA Local 506, Ontario Masonry Training Centre

# Our Results

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- Launched in 2017
- 193 completed the program
- 127 are working
- 75% of this year's clients are employed
- 61 continued into pre-apprenticeship or apprenticeship after finishing sector-specific language training
- Now available to all IRCC-eligible newcomers

Data accurate as of January 2019

# ACCES + LiUNA

## Program partner

Developed Construction Trades Program together.

Sits on Advisory Committee.

## Collaborative Engagement

Presented at the Toronto Region Board of Trade's *Talent Cabinet* on solutions to industry job shortages in the GTA.

## Hiring Partner

LiUNA has hired a number of program graduates.

Presented with ACCES's 2017 Walk of Fame Award.

## Piloting new initiatives

Continue to partner to develop innovative program enhancements.



# Exploring Opportunities

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## Brainstorming & Discussion

**What challenges do you face  
when supporting your clients?**

**Who do you need to engage  
to ensure greater success?**

**What are your takeaways?**



# Thank you!

