

INTRODUCTION

- To observers and users of social and community support programs and services by non-profit organizations it is noticeable that the majority of people working at the frontline of these services are women. "Of the 102,360 individuals who indicated they were community and social service workers in the 2006 census, 78,980 (77%) were female" (HR Council, 2013). That proportional distribution repeated in the 2016 census, when 131,600 Canadians reported they were employed as community support workers (Statistics Canada cited by ESDC, 2018).
 - This study places women employed as frontline service workers --particularly Aboriginal and immigrant women, as front and centre to the CWLC Feasibility Study. Our study is exploring how the diverse needs and skills of Aboriginal and immigrant women impact and/or are impacted by their experiences at accessing and retaining employment in the frontline community support industries.
- Social and community service workers administer and implement a variety of social assistance programs and community services, and assist clients to deal with personal and social problems. They are employed by social service and government agencies, mental health agencies, group homes, shelters, substance abuse centres, school boards, correctional facilities and other establishments (NOC Group 4212 by ESDC, 2016).*
- Job applicants seeking employment in the provision of frontline community support services are usually required to possess an educational level equivalent to Grade 12 (High School or CEGEP), they also are asked for at least one year of relevant work experience (NOC by ESDC, 2016). Expectedly, wages in these occupations would reflect the level of educational credentials, years of relevant work experience, and the type of skills the worker brings to the job.
 - According to data from the 2011 and 2016 Census, and other reports by Statistics Canada, in the labour market for community and social support services there is a relative balance between the number of job opportunities and job seekers for these type of positions (ESDC, 2018). One of the guiding questions for our study is to understand some of the variables that affect the existing labour market for frontline community support workers employed at non-profit organizations where job security for frontline workers is impacted by funding and grant cycles available for organizations to run their programs and services for people from vulnerable communities.

OBJECTIVES AND RESEARCH QUESTIONS

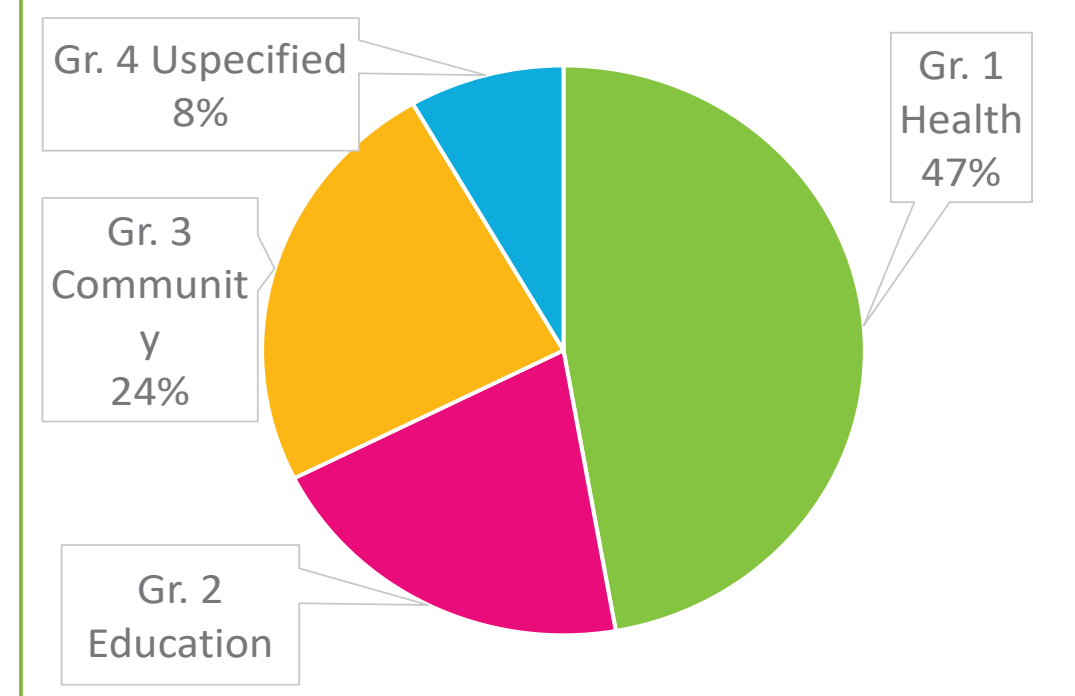
- The purpose is to conduct a feasibility study with national significance for the design, implementation and evaluation of a large-scale pilot for a new Community Worker Leadership Certificate (CWLC), which will enhance career advancement, post-secondary education (PSE) opportunities, and essential skills and knowledge for women frontline community workers.
- Intended outcomes:**
- Increased knowledge of gaps in existing post-secondary education (PSE) programs for community support workers.
 - Increased knowledge of capacity and needs social purpose organizations (SPOs) have to support career development of frontline community workers.
 - Increased relationships between SPOs and PSE institutions to support the upskilling of frontline community workers, advancement in the workplace, and participation in PSE training.
- Research questions for Analysis of Employment Opportunities:**
- Which industries are hiring frontline community workers?
 - How stable (part-time, full-time, temporary) are actual job opportunities?
 - What education level is required from job applicants?
 - How do actual offered wages compare to local minimum wage?

METHODOLOGY

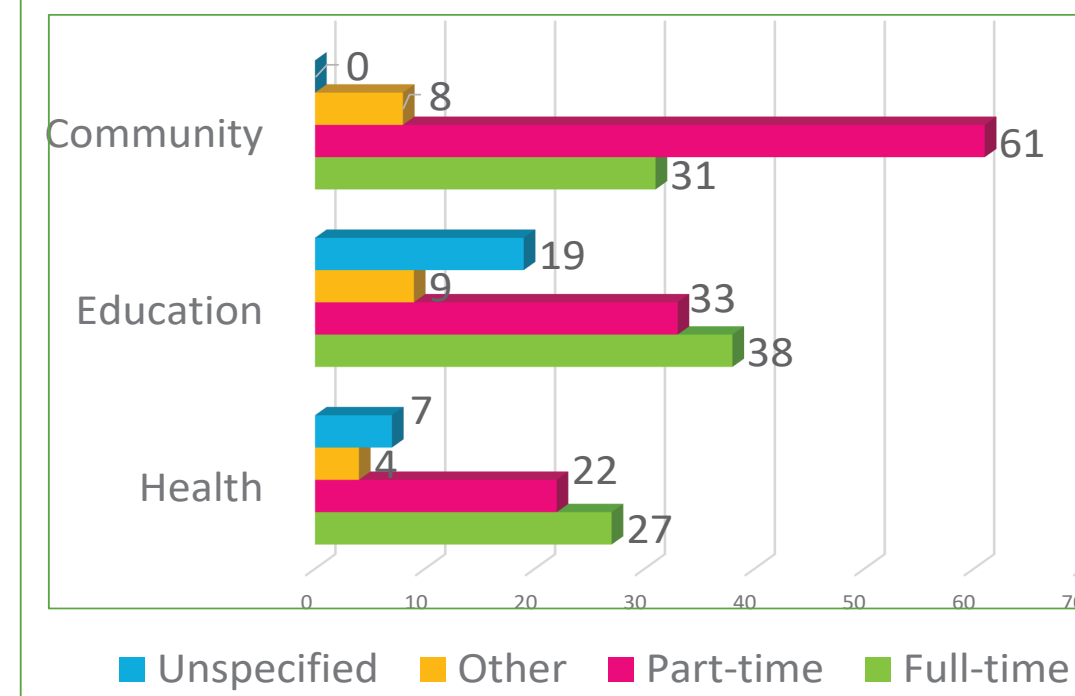
- The study consists of streams of research focusing on community support organizations in the not-for-profit sector (NPOs), Aboriginal and immigrant women frontline service workers (CWs), existing community support worker programs in post-secondary educational institutions (PSEs).
- Research outputs: 1 Canada-wide inventory of PSE Certificate programs for CWs, 2 Canada-wide community labour market analyses, and Canada-wide interviews with 48 CWs, 16 SPOs, and 12 PSEs.
- This poster: emerging results of a labour market analysis of a dataset (N= 108 job ads) created from actual or existing job openings for NOC4212, posted on ESDC Job Bank, March 27, 2018.**
- The Study is asking participants what will it take for them to participate in, or to create, a new post-secondary certificate exclusive for Aboriginal and immigrant women employed as frontline CWs in the non-profit sector?**

EMERGING RESULTS

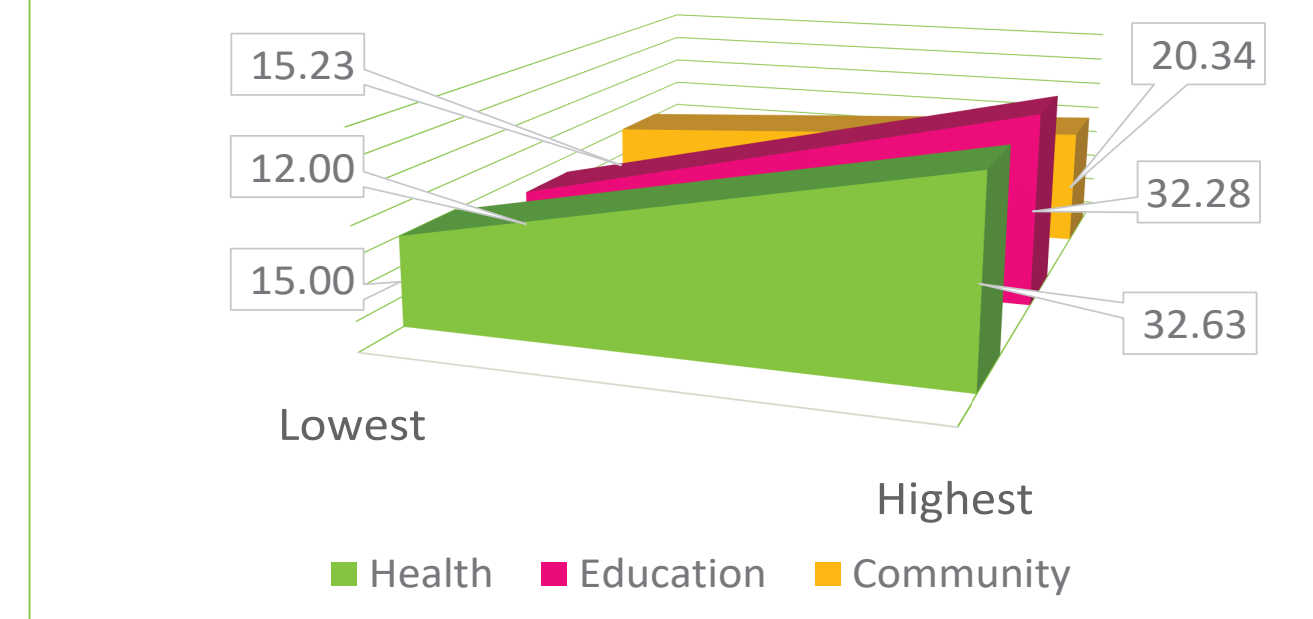
Industries advertising job openings



Availability of full-time jobs by industry



Lowest and Highest Hourly Wages per Industry



Hourly wages in Gr. 1: HEALTH

| \$/hour | Min. Wage | Type of job | Occupation (post) | Requirements, location |
|---------|-----------|-----------------------------|----------------------------------------------------|----------------------------------------------------------------------------------------------|
| 15.50 | 12.95 | Full-time seasonal, student | Recreation program worker (072, 073) | Education: Gr. 12 Unionized: yes Location: Vancouver, BC |
| 16.00 | 14.00 | Full-time shift | Unspecified (090) | Education: PSE diploma Location: Toronto, ON |
| 17.71 | 12.95 | Part-time casual or regular | Residence support worker (038, 053, 092, 045, 094) | Education: PSE diploma Unionized: yes Location: Kelowna, Fort St. John, Vancouver, BC |
| 18.00 | 12.95 | Full-time regular | Community living counselor (042, 052, 075) | Education: Gr. 12 Location: NewWest, Vancouver, BC |
| 19.58 | 12.95 | Part-time regular | Personal support worker (097, 078, 061) | Education: PSE diploma Unionized: yes Location: Richmond, Vancouver, BC |
| 20.43 | 12.95 | Full-time regular | Forensic community liaison worker (004) | Education: PSE diploma ! Wage BSW: \$36.75; MSW \$40.90 Location: Vancouver, BC |
| 20.60 | 13.60 | n/a | Mental health outreach worker (001) | Education: n/a Location: Peace River, AB |
| 21.55 | 14.00 | Part-time regular | Admitting clerk mental health (024) | Education: n/a Unionized: yes Location: Toronto, ON |
| 24.00 | 12.95 | Part-time regular | Home share coordinator (046) | Education: n/a Location: Smithers, BC |
| 24.28 | 11.15 | Full-time regular | Unspecified (109) | Education: Bachelors degree Wage \$31.98 if previous experience Location: Winnipeg, MB |
| 32.63 | 11.00 | Full-time regular | Social Worker III Psychologist (068, 069) | Education: Masters degree |

Hourly Wages in Gr. 2: EDUCATION

| \$/hour | Min. Wage | Type | Occupation (post) | Requirements, location |
|---------|-----------|---------------------------------------------------------------------------------------|---------------------------------------------------|----------------------------------------|
| 12.00 | 12.00 | Full-time casual | Special education technician (103) | Education: CEGEP Location: QC |
| 12.22 | 12.00 | Full-time seasonal (1-3 mo.) | Special education technician (105) | Education: CEGEP Location: QC |
| 16.78 | 12.95 | Part-time seasonal (Full-time if 19-30 yo.) | Summer camp worker (044) | Education: Gr. 12 Location: BC |
| 17.50 | 12.00 | Part-time casual (10 months) | Special education technician (085) | Education: CEGEP Location: QC |
| 18.00 | 12.00 | Part-time regular | Animator & intervenant (048) | Education: CEGEP Location: QC |
| 18.25 | 12.95 | Part-time casual | School community support worker (093) | Education: PSE diploma Location: BC |
| 23.04 | 12.00 | Part-time temporary; Full-time casual and on-call; Full-time casual; Part-time casual | Special education technician (084, 086, 089, 102) | Requires CEGEP Location: QC |

Hourly wages in Gr. 3: COMMUNITY

| \$/hour | Min. Wage | Type | Occupation (post) | Requirements, location |
|---------|-----------|------------------------------------|--------------------------------------------|-------------------------------------------------------------------------------------------------|
| 15.23 | 11.00 | Part-time one-year contract | Community youth worker advocate (029) | Education: Gr. 12 Unionized: yes Location: NS |
| 15.23 | 11.00 | Part-time one-year contract | Community youth worker advocate (037, 039) | Education: Gr. 12 Unionized: yes Location: NS |
| 17.47 | 12.65 | Part-time night shifts | Community support worker (076) | Education: PSE diploma or Bachelors degree (Soc. Sci., Crim.) Unionized: yes Location: BC |
| 17.71 | 12.65 | Full-time temporary | Food preparation worker (059) | Education: PSE diploma. Location: BC |
| 18.83 | 12.00 | Part-time casual temporary on-call | Intervenant maison d'hebergement (054) | Education: CEGEP Location: QC |

DISCUSSION and TENTATIVE CONCLUSIONS

Discussion:

- The advertised job openings found on ESDC's Job Bank are a snapshot of the diverse platforms and criteria used by employers of frontline community support workers to help them fill their existing and/or anticipated job openings.
- The job openings advertised on ESDC's Job Bank are supposed to fit the NOC4212 definition; this was not always the case. The 108 job ads contained in the dataset included job openings that seemed to encourage job seekers with a Master's Degree in Psychology or Social Work to apply for the positions and, therefore, compete against potential job applicants whose educational level of Grade 12 which actually fits the NOC4212 definition.
- In addition to a certain level of education which is usually Grade 12 and 1-2 years of relevant work experience, employers of NOC4212 workers are also listing diverse "required" technical skills (e.g., drivers licence and possession of a vehicle) and credentials and certificates (e.g., First Aid and CPR, Food Safety), along with valid registration or membership in a professional association (e.g., in Ontario workers must be registered with Ontario's Social Workers and Social Support Workers Assoc.).

Tentative conclusions:

- A binary and mutually exclusive typology, full-time/ part-time, is not found in the existing job market for NOC4212. When full-time or part-time jobs are advertised, very few of the openings are permanent. Findings corroborate HR (2013) conclusion that the rate of full-year, full-time work among NOC4212 workers is relatively low. More research needs to be done to determine actual rate of alternative work arrangements among frontline CWs.
- Full-time positions are predominant in Groups 1 (Health institutions) and 2 (Education institutions), while the majority of job openings in Group 3 (community and social support SPOs) are some form of part-time.
- In general, NOC 4212 job opening in the actual labour market offer a wage above but barely the local minimum wage. For Groups 1 (Health institutions) and 2 (Education institutions), the lowest wages offered are usually above the local minimum wage; while job openings in Group 3 (community and social support SPOs) are just au-pair with the local minimum wage.
- Based on the actual job market, the educational requirements to access entry-level job opportunities in Group 3 (community and social support SPOs) is possession of Grade 12 diploma and/or 1-2 years of relevant work experience; this results are consistent with ESDC's NOC statement of qualifications of Community Support Workers. Job openings at the entry-level in Groups 1 (Health institutions) and 2 (Education institutions) expect applicants to possess a PSE certificate or diploma (2-3 years program) and 1-2 years of relevant work experience.
- In general, educational or training asked for in the existing job market require job seekers to hold a PSE certificate (2 years program), which is consistent with the NOC definition. Nevertheless, a PSE certificate or apprenticeship training is only good for entry-level jobs.

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Project Manager, Researcher and Analyst:
Angela M. Contreras, PhD (Candidate)
Department of Educational Studies, Faculty of Education
The University of British Columbia
Email: angelacc@mail.ubc.ca
Web: www.blogs.ubc.ca/acontreras