



Job Readiness under ACT (Program for Highly Vulnerable Newcomers) – Unique Employer-Employee-Service Provider Partnership Approach

Mary Kam
Program Director
Family and Community Services

Sandra Almeida
Program Manager
ACT Program





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Outline

- Target Client: Vulnerable Population
- ACT Program: Specialized Program for Vulnerable Population
- The differences between social and economic integration
- Partnership Process: Job Readiness Program
- Benefits of the Employer-Service Provider Partnership
- Partnership: Lessons learned through the years
- Recommendations



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Vulnerable Population

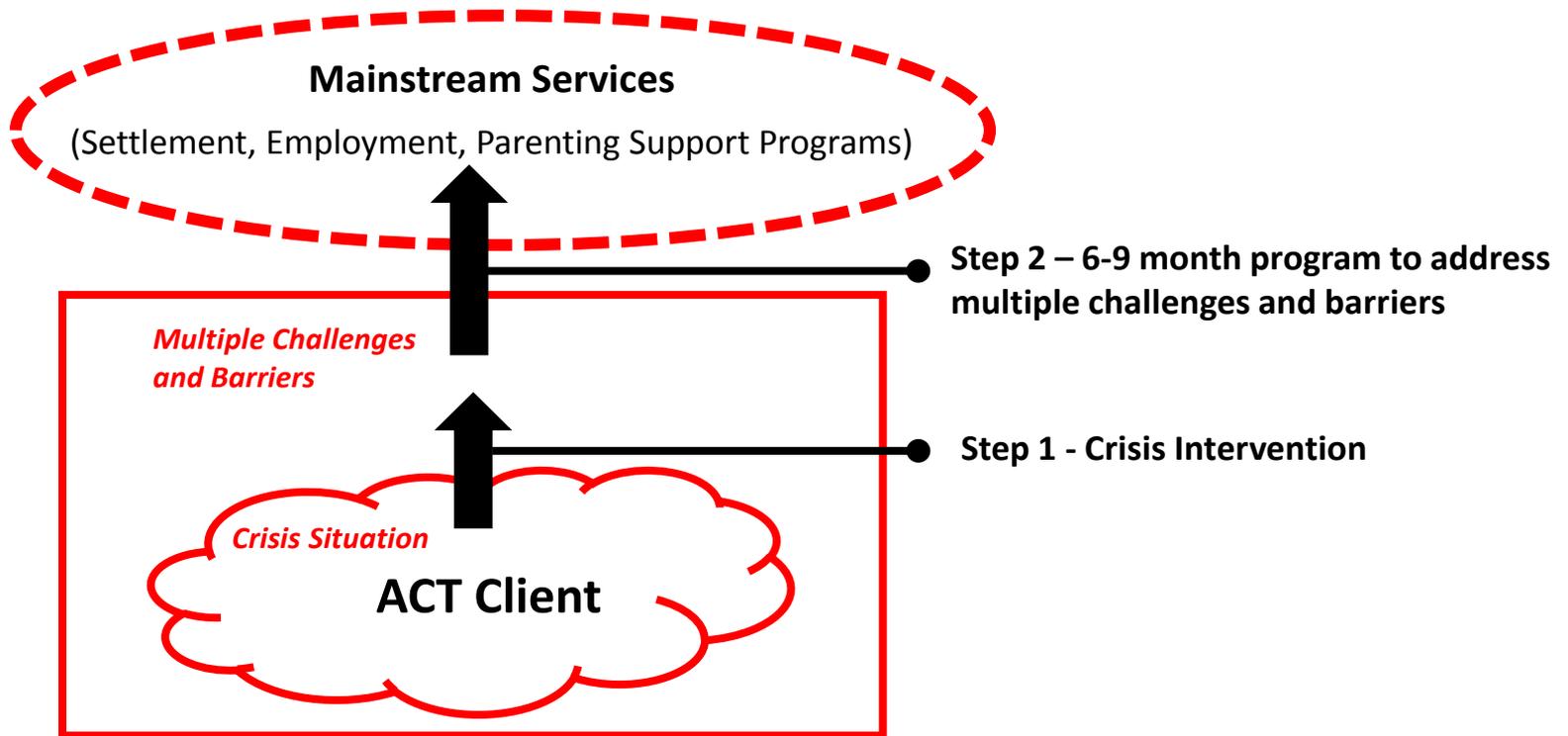
Multiple Complex Barriers

- Intersectionality
Gender, ethnicity, sexuality, skills, education, immigration status, age
- Poverty
- Homelessness
- Discrimination, racism, violence
- Mental health issues
- Chronic illness
- Family separation
- Loss and grief
- Parenting issues
- Physical disability
- LGBTQ+2S
- Involvement with the justice system
- Substance abuse



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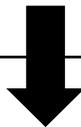
ACT Program: Specialized Program for Vulnerable Population





The differences between social and economic integration

Newcomer A Profile	Newcomer B Profile
<ul style="list-style-type: none">• Literacy issues• Low English skills	<ul style="list-style-type: none">• Has former education/training• Competent English skills
<ul style="list-style-type: none">• Facing family crisis• Suffering from mental/physical illness	<ul style="list-style-type: none">• Becoming familiar with the Canadian culture• Learning about employment/community resources
<ul style="list-style-type: none">• Long-term unemployment or little to no workplace exposure	<ul style="list-style-type: none">• Solid work experience
<ul style="list-style-type: none">• No financial planning• Dependent on social benefits	<ul style="list-style-type: none">• Basic financial literacy• Able to cope with personal finances without social benefits



SEEKING SOCIAL INTEGRATION



SEEKING ECONOMIC INTEGRATION

MAIN FOCUS OF PARTNERSHIP IN THE ACT PROGRAM:
Negotiation and Agreements - Commitment and Limitations -Time Investment- Human Resources investment -Workplace Adjustment -Flexibility



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Job Readiness Program

Target client: Highly vulnerable immigrants/refugees, low-skilled

Goal: Vulnerable clients are able to find an acceptable job and be able to retain the job for longer term

Program:

1. One-on-one employment support by case manager to both clients and employers
2. 4-session in-house group program
 - Gain information about local labour market and relevant essential skills
 - Canadian workplace health and safety practices
 - Short-term certificate training (Food Safe and First Aid)
 - Meeting with employers from various jobs



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VIDEO



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Partnership: Job Readiness Program

1 - Needs Assessment

- Outreach workers connect with employers and clients to match common needs
- Both parties discuss commitment, limitations and safety protocols

2 - Specialized Settlement Services: Classroom Learning and Trainings

- ACT Program offers single-topic classes on introduction to workplace safety, culture and others
- Emotional and language support is provided in preparation for the new job
- Promote Positive Experiences: outreach and wraparound services
- Build Trust and Empathy

3 – Support Services

- Provide wraparound meetings and intensive support as needed
- Guidance on work-related documents/forms, safety protocols, schedule and daily operation
- Build an action plan for 3-6 months
- Decrease emotional and language support based on progress
- Follow up Sessions



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Benefits of the Employer-Service Provider Partnership

- Knowing the job requirements to help vulnerable clients make informed decision on job search
- Prepare vulnerable clients with basic relevant training (e.g. Food Safe) prior to starting the job
- Enhance employer's understanding of vulnerable refugee client's circumstances -> more acceptance
- Supporting client in understanding Canadian labour requirements and working culture through employer-employee-service provider dialogue
- Clients learned the safety protocols which maybe very different from their home country
- Increase the retention for vulnerable clients to stay in the job
- Increase possibility for employer to hire vulnerable refugees
- Vulnerable clients not relying on welfare



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Partnerships: Lessons Learned through the years

- Partnerships involve extensive commitment from employers and clients;
- Continuous engagement and follow-up with employers is required;
- Focusing on target group: vulnerable clients and socially excluded clients
- Reaching out to those who do not benefit from the traditional approach
- Adopting Problem Solving approach
- Building bridges throughout education and hands on learning
- Intensive Support when Tension Arises – quick assistance
- Ongoing Safety Assessment
- Responsive to partners needs
- Client decreases dependency on social benefits (Welfare, Disability, Housing, Employment Insurance) but needs intensive support to learn time and financial management skills
- Clients become more engaged to seek further training for career advancement once they obtain their first job in Canada and will then seek economic integration



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Recommendations

- Focus on target groups to support vulnerable population to obtain job opportunities
- Understand partners' commitment and limitations by sharing responsibilities
- Engage multiple partners to promote employment to socially excluded and marginalized population
- Collaborate with partners to share human resources investment



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THANK YOU!

Mary Kam
maryk@success.bc.ca

Sandra Almeida
sandra.almeida@success.bc.ca

