

Bridging the Gap through Multi-stakeholder Partnership to facilitate Holistic Settlement Integration

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WHAT IS THE SFC IRS HUB @791?

The Immigrant, Refugee and Settlement (IRS) hub – The Hub@791 – is a newly coordinated suite of programs and services to support the social, civic and economic integration of newcomers to Canada. IRS programs operate like a “hub,” delivering a hybrid model of classroom and online learning, as well as itinerant programs and services to meet the needs of immigrants and refugees in the various communities within the Greater Toronto Area (GTA).

WHAT IS THE IRS HUB @ 791 STAKEHOLDER ENGAGEMENT MODEL?

The objective of our Stakeholder Engagement Model is to secure the desired outcome and effect while ensuring SFC’s mission and objective remain at the forefront at all times. It is essential to focus on the right issue(s) and stakeholder(s) to achieve the best strategic outcome guided by the agency’s objective and targets. Our goal with our Stakeholder Engagement Model is to provide thoughtful analysis of the issue(s), which by default requires an understanding of the stakeholder’s ever-changing stance on various related issues.

WHY IS STAKEHOLDER ENGAGEMENT IMPORTANT FOR STRATEGIC PLANNING?

- To get an outside perspective on our organization’s strengths, weaknesses and reputation in the community i.e. meet the clients revolving needs
- To spot trends that may impact the organization in the coming years i.e. labour market research and skill development
- To build relationships and increase community investment in your organization and its mission
- To hear new and different ideas and encourage out-of-the-box thinking

WHO ARE THE KEY STAKEHOLDERS AT THE IRS HUB?

STAKEHOLDERS AT THE HUB INCLUDE

- Staff Members
- Clients
- Referral agencies
- Volunteers
- Universities/Colleges
- Speakers i.e. Employers

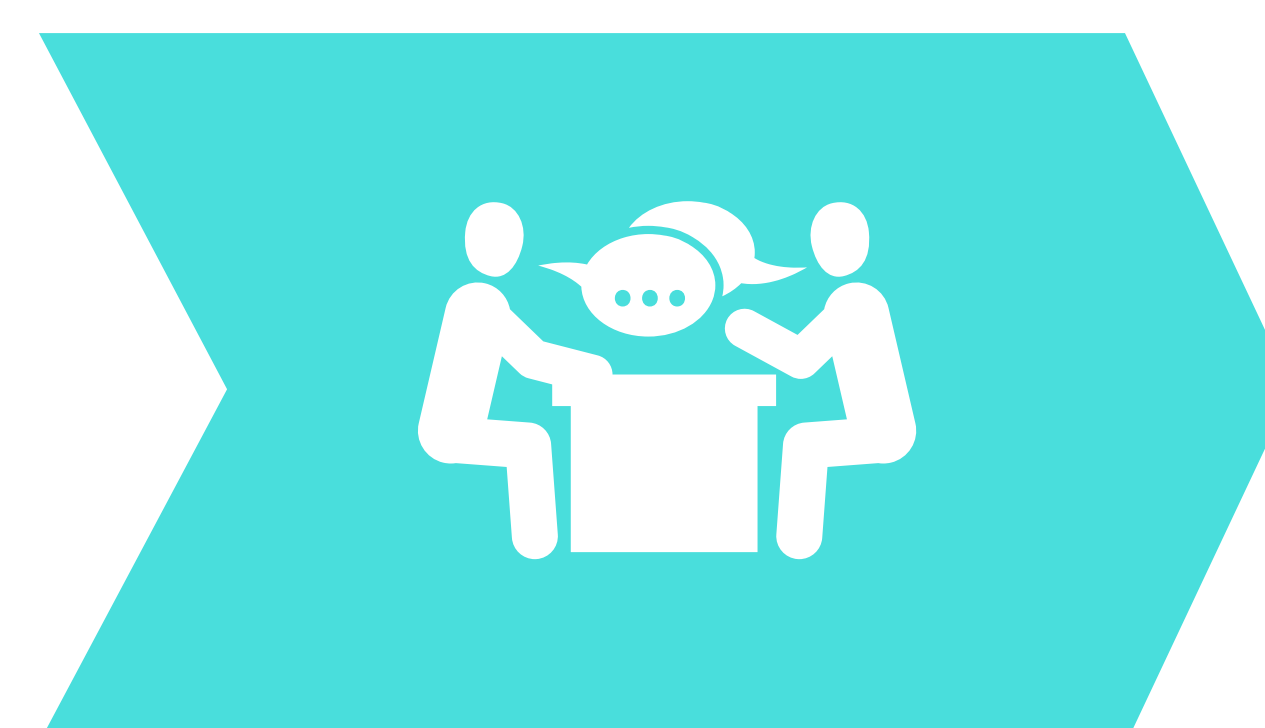
SKILLS FOR CHANGE'S IRS HUB - STAKEHOLDER ENGAGEMENT MODEL

1. INFORM



Provides clear, balanced information to assist in understanding issues, options and opportunities.

2. CONSULT



Gather information, analysis and provide feedback from a variety of stakeholders.

3. INVOLVE



Include active participation from stakeholders ensures issues and concerns are understood and considered.

4. COLLABORATE



Working together in the decision-making process and incorporating recommendations into the decision.

5. EMPOWER



Actively partnering with stakeholders and sharing final decision-making.

EXAMPLES OF SFC'S LEARNING POINTS AND RESPONSES TO STAKEHOLDER ENGAGEMENT MODELS

INFORM

Tools used to inform stakeholders include newsletters, advertising, fact sheets, FAQs.

CONSULT

Consult surveys, community outreach, social media comments, and written submissions, Town Halls

INVOLVE

Techniques include workshops with clear input and dialogue built in, short-term advisory committee, stakeholder research, and focus groups.

COLLABORATE

Examples include advisory committees, working groups with shared decision-making

EMPOWER

Examples include formal partnership agreements, co-developing a program or service with referral agencies