

Key Research Findings

This analysis was based on the pre-determined criteria and measures listed below:

Section	Description	Measures
Student Demand	<p>Includes an assessment of OCAS (2007 - 2011) enrolment data at other colleges in terms of mean growth rate with a specific focus on Fleming's direct competitors where appropriate (Georgian, Sheridan, Seneca and Durham)</p> <p>Trends in certificate, diploma, degree, apprenticeship and continuing education (where available).</p> <p>Click Below to Access Full Source Document: Fall Enrollment Trend</p>	<ul style="list-style-type: none"> ● Strong = Fleming enrolment growth is outpacing system and is equal to or greater than 3% ● Moderate = Fleming enrolment growth is equivalent to system demand and is between 1.0 to 2.9% ● Weak = Fleming enrolment growth is less than the system demand and is less than 1%
Labour Market	<p>Includes projected employment rate growth based on a consolidation of various Ontario, Canadian, and US sources including HRSDC, Sector Council Reports US Bureau of Labour Statistics, and the MTCU Employment Profile.</p>	<ul style="list-style-type: none"> ● Strong = Between 5-6 positive labour market indicators ● Moderate = Between 3-5 positive labour market indicators ● Weak = Between 1-2 or no positive labour market indicators
Competitive Analysis	<p>Includes the number of actual colleges offering the program as well as the ratio of applications to acceptances at Fleming compared to other colleges and specific comment about Fleming's direct competitors where appropriate (Georgian, Sheridan, Seneca and Durham)</p> <p>Click Below to Access Full Source Document: Fall Conversion Report</p>	<ul style="list-style-type: none"> ● Strong = Fleming conversion ratio is greater than 2 below the system ● Moderate = Fleming conversion ratio is 1 above, below or equal to the system ● Weak = Fleming conversion ratio is greater than 2 above than the system
Financial Analysis	<p>Includes a review of Contribution to Overhead (CTO) for existing programs (2010-11)</p> <p>Click Below to Access Full Source Document: Costing Analysis</p>	<ul style="list-style-type: none"> ● Strong = CTO is greater than 35% ● Moderate = CTO is between 30 - 34% ● Weak = CTO is between 20 – 30% <p>No Contribution = 19% or less</p>

Key Research Findings

Key Performance Indicators	<p>Includes KPI trends from the Key Performance Indicator Summary 5 Year Historical Overview KPI Data from Reporting Years 2008-2012.</p> <p>Click Below to Access Full Source Document: Key Performance Indicators</p>	<ul style="list-style-type: none">● Strong = Above system average in 6-7 indicators● Moderate = Above system average in 3-5 indicators● Weak = Above system average in 0-2 indicators.
Resource Analysis	<p>Requires school level assessment regarding space, technology, capital equipment and human resources. Recommendations from recent Program Review Reports included here</p>	

Key Research Findings

Child and Youth Worker (60701)

Student Demand¹

- **STRONG**

The following information consists of OCAS yearly student fall registration data as well as a mean growth rate and average student registration for each program under these categories:

Advanced Diploma

- Fleming's program started in 2011 and had **72** registrations, which is lower than the system average of **91**
- Northern has the largest growth over 5 years with **21%**
- Seneca has the largest growth rate of **27%** however it is a new program that started in 2009

Degree

- Seneca's Bachelor of Applied Arts in Child Development has experienced constant growth since its inception in 2008

¹ Registration data obtained from the Program Counts by Applicant Type Report (RPT0050P) in the OCAS Reporting and Analytics Cube December 7, 2011. Some programs/colleges may not be included because they were missing MCU codes in the OCAS dataset Prepared by Fleming Data Research (07-2012)

Key Research Findings

Advanced Diploma

Program: 60701 - CHILD AND YOUTH WORKER														
	2007 2008 % Change (07-08)			2008 2009 % Change (08-09)			2009 2010 % Change (09-10)			2010 2011 % Change (10-11)			% Mean Growth Rate (07-11)	5 Year Average Reg. Students
ALGONQUIN	91	91	0	91	106	16	106	106	0	106	110	4	5	101
CAMBRIAN	63	61	-3	61	51	-16	51	54	6	54	40	-26	-10	54
CENTENNIAL	121	127	5	127	115	-9	115	118	3	118	123	4	1	121
COLLÈGE BORÉAL	24	21	-13	21	17	-19	17	13	-24	13	17	31	-6	18
CONFEDERATION	58	45	-22	45	51	13	51	45	-12	45	65	44	6	53
DURHAM	41	41	0	41	49	20	49	83	69	83	67	-19	17	56
FANSHAW E	83	73	-12	73	78	7	78	75	-4	75	72	-4	-3	76
FLEMING											72			72
GEORGE BROWN	163	175	7	175	185	6	185	216	17	216	240	11	10	196
GEORGIAN	89	66	-26	66	85	29	85	78	-8	78	89	14	2	81
HUMBER	126	136	8	136	131	-4	131	137	5	137	185	35	11	143
LA CITÉ COLLÉGIAL	42	65	55	65	45	-31	45	51	13	51	72	41	20	55
LAMBTON	55	56	2	56	61	9	61	60	-2	60	55	-8	0	57
LOYALIST	78			78			78	77	-1	77	83	8	3	79
MOHAWK	105	132	26	132	158	20	158	119	-25	119	141	18	10	131
NIAGARA	66	65	-2	65	65	0	65	67	3	67	67	0	0	66
NORTHERN	16	11	-31	11	9	-18	9	19	111	19	23	21	21	16
SAULT	35	37	6	37	51	38	51	45	-12	45	45	0	8	43
SENECA				78			78	114	46	114	122	7	27	105
SHERIDAN	113	165	46	165	181	10	181	181	0	181	122	-33	6	152
ST. CLAIR	65	69	6	69	97	41	97	92	-5	92	77	-16	6	80
ST. LAWRENCE	115	117	2	117	120	3	120	102	-15	102	128	25	4	116
Total	1549	1553	0	1553	1811	17	1811	1852	2	1852	2015	9	7	1756

Degree

Program: 80701 - BACHELOR OF APPLIED ARTS (CHILD DEVELOPMENT)														
	2007 2008 % Change (07-08)			2008 2009 % Change (08-09)			2009 2010 % Change (09-10)			2010 2011 % Change (10-11)			% Mean Growth Rate (07-11)	5 Year Average Reg. Students
SENECA	25			25 47 88			47 59 26			59 60 2			38	48
Total	25			25 47 88			47 59 26			59 60 2			38	48

Key Research Findings

Labour Market

• **STRONG**

Employment Ontario²

Community and Social Service Workers (NOC – 4212)

- Employment Ontario Rating (2009-2013):
 - **Good**
- Education and Training
 - “Completion of a college or university program in social work, child and youth care, counselling or other social science or health related discipline is usually required. Previous work experience in a social service environment as a volunteer or in a support capacity may substitute for formal education requirements for some occupations in this unit group. Community and social service workers may study a wide variety of college-level programs.”
- Demand
 - “Opportunities for employment in this occupation are expected to be good over the period from 2009 to 2013. The number of new graduates and job seekers should, however, meet employers’ needs.”

HRSDC³

Community and Social Service Workers (NOC – 4212)

- Job Openings (2011-2020): **171,152**
- Job Seekers (2011-2020): **154,893**
- Post-Secondary Education Graduates: **137,222 (89%)**
- “Job openings will arise from strong employment growth as well as retirements. Expansion demand will be above the average, given the major needs in the social services sector and the increased demand for daycare service workers as a result of the recent increase in births. While the number of retirements will be high, the retirement rate will be slightly lower than the average as workers in this occupation are generally younger.”

²“4212 Community and Social Service Workers.” *Employment Ontario*. N.p., n.d. Web. 20 June 2012. <http://www.tcu.gov.on.ca/eng/labourmarket/ojf/pdf/4212_e.pdf>.

³“Paralegals, Social Services Workers And Occupations In Education And Religion (421).” *Human Resources and Skills Development Canada*. N.p., n.d. Web. 18 July 2012. <<http://www23.hrsdc.gc.ca/occupationsummarydetail.jsp?&tid=61>>.

Key Research Findings

US Bureau of Labour⁴

Social and Human Service Assistants (SOC – 21-1093)

- Employment Growth (2010-2020): **Increase 28%**
 - **384,200 (2010) – 490,200 (2020)**
- “Low pay and heavy workloads cause many workers to leave this occupation, which creates good opportunities for new workers entering the field”
- Employment of social and human service assistants in the industries employing the largest number of these workers is expected to grow as follows from 2010 to 2020:

Individual and family services	57%
Community and vocational rehabilitation services	31%
Nursing and residential care facilities	24%
Local government, excluding education and hospitals	9%
State government, excluding education and hospitals	4%

Sector Report Council⁵

From the report “A Description of the Child Welfare System Landscape in Ontario”:

Section 4.7.2

- “Only 3 CAS service areas are expected to have significant increases in child and youth populations, including Halton (4.2%), Peel (4.0%) and York (2.1%)”
- “Little change is expected in two other CAS service areas (Waterloo and Toronto).”
- “The remaining 38 CAS service areas are projected to experience decreases in child and youth populations of between 1.1% and 10.0%, with those in northern areas and in rural southeast Ontario experiencing the largest decreases.”

Section 7.1

- “Between 2006/07 and 2009/10, increasing numbers of children in kinship care and adoptions, a shift away from bringing children into care to in home protection, and shifts in spending to in home and in care support services are indications that there has been significant progress in implementing the Government’s Transformation Agenda.”

⁴Bureau of Labor Statistics, U.S. Department of Labor, *Occupational Outlook Handbook, 2012-13 Edition*, Social and Human Service Assistants, Web. <http://www.bls.gov/ooh/community-and-social-service/social-and-human-service-assistants.htm>, June 15, 2012

⁵“A Description of the Child Welfare System Landscape in Ontario.” *Sustaining Child Welfare*. Bay Consulting Group, 2 Nov. 2010. Web. 15 June 2012.
<http://www.sustainingchildwelfare.ca/assets/Final_CW_System_Landscape_Report_Nov_4,_2010.pdf>.

Key Research Findings

Section 7.3

- “There are more variations than similarities between CASs that are creating variations in the availability, management and delivery of child welfare services at a local level. These differences are making it difficult to plan, provide and sustain consistent, high quality child welfare services across Ontario. A summary of the main sources of variation and some possible broad strategies for addressing them is presented in the following table.”

Source of Variability	Possible Strategies for Addressing Differences
System design & mgmt: <ul style="list-style-type: none"> • Geography • Community dynamics • Regional management practices • Access to other child and family services 	<ul style="list-style-type: none"> • Bring individual geographic variations in size and population distributions more into balance • Reflect geographic variations in system funding • Build and support strong, community-based approaches to planning and delivering child and family services including child protection • Build broader, more accessible child and family service systems, particularly around vulnerable populations
Community socio-demographics: <ul style="list-style-type: none"> • Prevalence of “at risk” families • Child and family needs 	<ul style="list-style-type: none"> • Create approaches that focus on identifying and serving highly vulnerable, at risk communities • Monitor and manage individual CAS resources according to needs/case mix
Agency approaches and practices: <ul style="list-style-type: none"> • Service delivery model • Organizational culture and philosophy • Access to foster care and group care resources • Service delivery practices • Management and financial practices 	<ul style="list-style-type: none"> • Develop community-based, “best-practice” service delivery models built around shared philosophy and the cross-sectoral and cross-ministry spectrum of child and family services that promote healthy families, prevention and child protection • Bring the availability of foster care and group care resources more into balance with local needs and best practice • Promote sound and consistent CAS management and financial practices focusing on desired service outcomes through effective and efficient service delivery

Key Research Findings

Employment Profile⁶

In 2010-2011, **35.2%** of graduates were employed in a full time position which related to this program of study provincially

Child/Youth Worker

Total Graduates:	998	Total Graduates in Survey:	704	Response Rate:	70.5%
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^a 594 graduates were reported after the survey window had closed. While program information for these graduates has been included wherever possible, these graduates are not included in survey results, such as response rates.

Programs in Child/Youth Worker

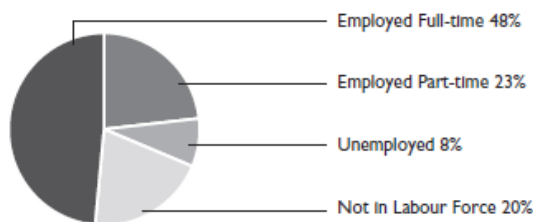
Programs	Duration	Total Grads	Total in Survey	Total in Labour Force	Colleges
Child And Youth Worker	3 Years	998	704	562	Algonquin, Boréal, Cambrian, Centennial, Confederation, Durham, Fanshawe, George Brown, Georgian, Humber, La Cité, Lambton, Loyalist, Mohawk, Niagara, Northern, Sault, Sheridan, St. Clair, St. Lawrence

Summary of Survey Data

	Program Cluster	All Programs
Survey Population	704	50,622
Labour Force Participation	80%	74%
Employment Rate^a	90%	83%
Employed Part-time ^a	29%	18%
Employed Full-time ^a	60%	65%
Average Annual Earnings – Total	\$31,383	\$33,199
Average Annual Earnings – Female	\$31,006	\$31,897
Average Annual Earnings – Male	\$33,457	\$34,607
Graduate Satisfaction	86%	79%
Employer Satisfaction	91%	93%

a. As a percentage of graduates in the labour force.

Graduate Outcomes for Program Cluster (as a percentage of all respondents)



⁶"Employment Profile." Ontario. N.p., 2011. Web. 19 July 2012.

<<http://www.tcu.gov.on.ca/pepg/audiences/colleges/serials/eprofile09-10/profile10.pdf>>.

Key Research Findings

Child/Youth Worker

Top Five Industries of Employment

	#	%
Social Assistance	146	30.4%
Nursing and Residential Care Facilities	119	24.8%
Educational Services	59	12.3%
Various * (each at this level of participation)	14	2.9%

* Administrative and Support Services; Clothing and Clothing Accessories Stores; Food and Beverage Stores

Top Five Occupational Categories

	#	%
Community and Social Service Workers	239	49.3%
Early Childhood Educators and Assistants	48	9.9%
Retail Salespersons and Sales Clerks	30	6.2%
Elementary and Secondary School Teacher Assistants	23	4.7%
Cashiers	15	3.1%

Summary of Graduate Outcomes by Program

	Full-time Employed, Program Related		Full-time Employed, Program Unrelated		Part-time Employed, Program Related		Part-time Employed, Program Unrelated		Unemployed		Not in Labour Force	
	#	%	#	%	#	%	#	%	#	%	#	%
Child And Youth Worker	248	35.2	91	12.9	112	15.9	52	7.4	59	8.4	142	20.2
All Programs in Cluster	248	35.2	91	12.9	112	15.9	52	7.4	59	8.4	142	20.2

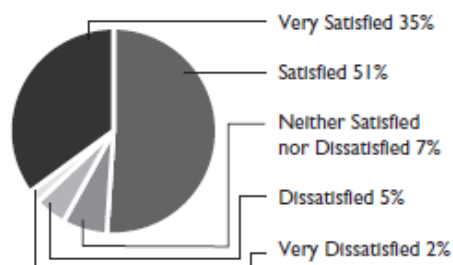
Earnings of Full-time Employed Participants

Program	Average – Females	Average – Males	Median – Females	Median – Males	Average for Program	Median for Program
Child And Youth Worker	\$31,006	\$33,457	\$30,199	\$35,114	\$31,322	\$30,890
All Programs in Cluster	\$31,006	\$33,457	\$30,199	\$35,114	\$31,322	\$30,890

Child/Youth Worker

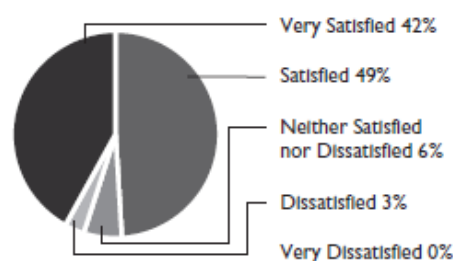
Program Cluster Satisfaction

Graduate Satisfaction with the usefulness of his/her college education in achieving his/her goals after graduation:*



* 666 graduates participated in this question.

Employer Satisfaction with employee overall college preparation for the type of work he/she was doing:*



* 98 employers participated in this survey.

Program Cluster Historical Data

	00-01 Grads	01-02 Grads	02-03 Grads	03-04 Grads	04-05 Grads	05-06 Grads	06-07 Grads	07-08 Grads	08-09 Grads	09-10 Grads
Percentage Employed	96.0%	93.8%	94.6%	95.8%	94.2%	94.9%	94.3%	94.6%	91.5%	89.5%
Percentage Employed Full-time	77.8%	76.6%	73.8%	73.7%	74.0%	71.2%	72.1%	70.1%	66.4%	60.3%
Percentage Employed Full-time Related Jobs	66.3%	68.6%	64.0%	60.3%	62.8%	58.3%	58.4%	55.7%	50.3%	44.1%
Average Annual Salary Full-time Related Jobs	\$28,267	\$28,644	\$30,008	\$30,014	\$30,470	\$31,578	\$31,435	\$32,218	\$33,380	\$33,765

Key Research Findings

Working in Canada⁷

Community and Social Service Workers (NOC – 4212)

- Ontario Rating: **Good (except for Stratford--Bruce Peninsula Region which is N/A)**

- **Wage Range by Region:**

Location	Wage (\$/hr)		
	Low	Median	High
Ontario	13.00	21.50	32.48
Hamilton--Niagara Peninsula Region	13.56	19.71	36.00
Kingston - Pembroke Region	10.25	17.00	30.77
Kitchener--Waterloo--Barrie Region	14.42	21.33	32.48
London Region	12.64	20.25	29.67
Muskoka-Kawartha Region	13.00	20.79	27.00
Northeast Region	14.51	20.67	33.65
Northwest Region	13.00	21.50	32.48
Ottawa Region	12.00	19.81	35.58
Stratford--Bruce Peninsula Region	13.00	21.50	32.48
Toronto Region	12.82	24.04	32.95
Windsor-Sarnia Region	15.50	20.00	26.67

Competitive Analysis⁸

- **MODERATE**

The following information consists of OCAS yearly fall application and registration data as well as a conversion ratio for each program under this category:

Advanced Diploma

- Fleming had a higher conversion ratio (**5:1**) than the system (**6:1**) in 2011, meaning we retain more students than most colleges during the application to registration process
- George Brown consistently has the highest conversion ratio with the largest number of applications each year, this may warrant a second look at their advertising strategy
- 22 schools offer this program, including all of Fleming's primary competitors
- Algonquin offers a 1st year online option
- Durham, Fanshawe, George Brown and St. Lawrence offer a fast track option

⁷"Community and Social Service Workers (NOC 4212)." *Working in Canada*. N.p., n.d. Web. 26 June 2012.

<http://www.workingincanada.gc.ca/report-eng.do?area=8792&lang=eng&noc=4212&action=final%C2%AEionKeyword%3DPeterborough%2C+Ontario&s=1&source=3&titleKeyword=social+services+worker#report_tabs_container>.

⁸ Application data obtained from OCAS College Count Cube October 19, 2011 Registration data obtained from the Program Counts by Applicant Type Report (RPT0050P) in the OCAS Reporting and Analytics Cube December 7, 2011. Some programs/colleges may not be included because they were missing MCU codes in the OCAS dataset Prepared by Fleming Data Research (07-2012)

Key Research Findings

- Northern offers a 2 year advanced diploma program
- Loyalist offers an advanced standing option

Advanced Diploma

Program: 60701 - CHILD AND YOUTH WORKER												
	App. 2007	Reg. 2007	Conversion Ratio	App. 2008	Reg. 2008	Conversion Ratio	App. 2009	Reg. 2009	Conversion Ratio	App. 2010	Reg. 2010	Conversion Ratio
ALGONQUIN	693	91	8:1	612	91	7:1	705	106	7:1	619	106	6:1
CAMBRIAN	343	63	5:1	281	61	5:1	263	51	5:1	277	54	5:1
CENTENNIAL	846	121	7:1	837	127	7:1	911	115	8:1	869	118	7:1
COLLÈGE BORÉAL	63	24	3:1	52	21	2:1	48	17	3:1	37	13	3:1
CONFEDERATION	219	58	4:1	191	45	4:1	188	51	4:1	230	45	5:1
DURHAM	453	41	11:1	468	41	11:1	471	49	10:1	436	83	5:1
FANSHAWE	822	83	10:1	788	73	11:1	738	78	9:1	810	75	11:1
FLEMING	0			0			0			0		
GEORGE BROWN	1272	163	8:1	1396	175	8:1	1593	185	9:1	1694	216	8:1
GEORGIAN	414	89	5:1	386	66	6:1	366	85	4:1	433	78	6:1
HUMBER	1172	126	9:1	1151	136	8:1	1024	131	8:1	1202	137	9:1
LA CITÉ COLLÉGIAL	161	42	4:1	184	65	3:1	153	45	3:1	151	51	3:1
LAMBTON	262	55	5:1	255	56	5:1	246	61	4:1	259	60	4:1
LOYALIST	351	78	5:1	318			330	78	4:1	375	77	5:1
MOHAWK	712	105	7:1	749	132	6:1	802	158	5:1	825	119	7:1
NIAGARA	478	66	7:1	536	65	8:1	492	65	8:1	444	67	7:1
NORTHERN	58	16	4:1	50	11	5:1	53	9	6:1	76	19	4:1
SAULT	134	35	4:1	129	37	3:1	135	51	3:1	119	45	3:1
SENECA	0			0			313	78	4:1	835	114	7:1
SHERIDAN	692	113	6:1	768	165	5:1	792	181	4:1	847	181	5:1
ST. CLAIR	493	65	8:1	497	69	7:1	476	97	5:1	510	92	6:1
ST. LAWRENCE	542	115	5:1	478	117	4:1	511	120	4:1	535	102	5:1
Total	10180	1549	7:1	10126	1553	7:1	10610	1811	6:1	11583	1852	6:1

Degree

Program: 80701 - BACHELOR OF APPLIED ARTS (CHILD DEVELOPMENT)												
	App. 2007	Reg. 2007	Conversion Ratio	App. 2008	Reg. 2008	Conversion Ratio	App. 2009	Reg. 2009	Conversion Ratio	App. 2010	Reg. 2010	Conversion Ratio
SENECA	0			101	25	4:1	298	47	6:1	386	59	7:1
Total	0			101	25	4:1	298	47	6:1	386	59	7:1

Key Research Findings

Financial Analysis

NOT AVAILABLE

Source: Program Costing Analysis 2010/2011

- Contribution to Overhead –
- Program Weight –
- Funding Unit –

• Key Performance Indicators

• WEAK

Source: Key Performance Indicator Summary 5 Year Historical Overview KPI Data from Reporting Years 2008-2012

KPI1-Graduation Rate	-
KPI2-Working	-
KPI3-Working Related	-
KPI4-Grad. Satisfaction	-
KPI8-Student Satisfaction-Learning	-4% below system
KPI9-Student Satisfaction- Teachers	-9% below system
KPI11-Grad. Satisfaction-Program	-

Additional Observations and Opportunities

- Some of the fields that Child and Youth Workers can specialize in, as listed by the National Association of Social Workers are:⁹
 - Early Childhood
 - Growth and Development
 - Physical, Emotional, and Behaviour Disorders
 - Life Transition through Young Adulthood
 - Intervention and issues supporting positive youth development
- Also listed by the Ontario Association of Child and Youth Counsellors is a Play Therapy Certificate Program, specializing in the therapeutic effect that playing has on children¹⁰

Resource Analysis

Equipment

Staffing

Space

⁹"Specialty Practice Sessions." *National Association of Social Workers*.N.p., 2012. Web. 5 June 2012. <<https://www.socialworkers.org/sections/default.asp>>.

¹⁰Kamps, Colleen. "Professional Development Workshop: Looking Through a Trauma Lens ." *Ontario Association of Child and Youth Counsellors*.N.p., 2010. Web. 5 June 2012. <<http://www.oacyc.org/index.php?page=23>>.

Key Research Findings

Appendix

The following is the original environmental scan conducted by the Library Researchers to form the basis of the previous summary of Key Research Findings Report.

Overview of the Profession:

NOC: 4212–Community and Social Service Workers

<http://www30.hrsdc.gc.ca/NOC/English/NOC/2006/ProfileNocCode.aspx?val=4&val1=4212&val17=4212&val18=1&val19=0>

&

<http://www.workingincanada.gc.ca/report-eng.do?lang=eng&noc=4212&area=8792&titleKeyword=social+services+worker®ionKeyword=Peterborough,+Ontario&source=2&action=final>

Community and social service workers perform some or all of the following duties:

- Interview clients to obtain case history and background information
- Assess clients' relevant skill strengths and deficits
- Assist clients to sort out options and develop plans of action while providing necessary support and assistance
- Assist clients in locating and utilizing community resources including legal, medical and financial assistance, housing, employment, transportation, assistance with moves, day care and other referral services
- Prepare intake reports
- Counsel clients living in group homes and half-way houses, supervise their activities and assist in pre-release and release planning
- Participate in the selection and admission of clients to appropriate programs
- Assess and investigate eligibility for social benefits
- Meet with clients to assess their progress, give support and discuss any difficulties or problems
- Refer clients to other social services
- Advise and aid recipients of social assistance and pensions
- Provide crisis intervention and emergency shelter services
- Implement and organize the delivery of specific services within the community
- Implement life skills workshops, substance abuse treatment programs, behaviour management programs, youth services programs and other community and social service programs under the supervision of social services or health care professionals
- Assist in evaluating the effectiveness of treatment programs by tracking clients' behavioural changes and responses to interventions
- Maintain contact with other social service agencies and health care providers involved with clients to provide information and obtain feedback on clients' overall progress
- Co-ordinate the volunteer activities of human service agencies, health care facilities and arts and sports organizations
- Maintain program statistics for purposes of evaluation and research.
- May supervise social service support workers and volunteers.

Key Research Findings

Common Job Titles

- aboriginal outreach worker
- addictions worker
- behavioural aide
- child and youth worker
- community development worker
- community service worker
- crisis intervention worker
- developmental service worker
- drop-in centre worker
- family service worker
- financial assistance worker
- group home worker
- income maintenance officer – social services
- life skills instructor
- mental health worker
- rehabilitation worker – social services
- social services worker
- veteran services officer
- welfare and compensation officer
- women's shelter supervisor
- youth worker

Typical Employers

Key Research Findings

- social service and government agencies
- mental health agencies
- group homes
- school boards
- correctional facilities and other establishments

Labour Market

Working in Canada

1. Employment potential for the Muskoka-Kawartha-Peterborough Area (and all areas within Ontario) is "Good" (Working in Canada)

<http://www.workingincanada.gc.ca/report-eng.do?area=8792&lang=eng&noc=4212&action=final®ionKeyword=Peterborough%2C+Ontario&s=2&source=3&titleKeyword=social+services+worker#outlook>

HRSDC

2. National Outlook – 10-Year Projection (2011-2020) <http://www23.hrsdc.gc.ca/occupationsummarydetail.jsp?&tid=53>

This occupation is part of a larger occupational group called **Paralegals, Social Services Workers And Occupations In Education And Religion, N.E.C. (421)**

Occupations in this group	Paralegal and Related Occupations (4211) Community and Social Service Workers (4212) Employment Counsellors (4213) Early Childhood Educators and Assistants (4214) Instructors and Teachers of Disabled Persons (4215) Other Instructors (4216) Other Religious Occupations (4217)
Employment (non-student) in 2010	398,786
Median Age of workers in 2010	39.3
Average Retirement Age in 2010	62

1. Estimated that there will be more job openings in this field than job seekers for the 2011-2020 periods (job openings are expected to total **167,830**. It is expected that **154,893** job seekers will be available to fill these job openings).
2. The majority of job seekers will come from the school system (89%) and 12% from immigration. It is projected that 1% of employees will leave this occupation for other occupations.
3. A large number of workers will leave this occupation for others, namely to become social workers (NOC 415), which will create additional replacement needs in this occupation. In fact, this occupation accepts many graduates who have a university diploma, but are unable to find a job related to their field of study.
4. Based on projections and considering that labour supply and demand in this occupation were balanced, it is expected that the number of job seekers will remain sufficient to fill the job openings over the 2009-2018 period.

Key Research Findings

5. Job openings will arise from strong employment growth as well as retirements. Expansion demand will be above the average, given the major needs in the social services sector and the increased demand for daycare service workers, as a result of the recent increase in births.
6. While the number of retirements will be high, the retirement rate will be slightly lower than the occupational average, as workers in this occupation are generally younger.
7. Local wage for Peterborough/Kawartha Region 2010:
 - Low: \$13.00 Median: \$20.79 High: \$27.00
8. Median wage in Canada (2009) is: \$21.00/hr.
<http://www.workingincanada.gc.ca/report-eng.do?area=8792&lang=eng&noc=4212&action=final&ln=l®ionKeyword=Peterborough%2C+Ontario&s=1&source=3&titleKeyword=social+services+worker#wages>

US Bureau of Labour

<http://www.bls.gov/ooh/community-and-social-service/social-and-human-service-assistants.htm#tab-6>

Job Outlook

Employment of social and human service assistants is expected to grow by 28 percent from 2010 to 2020, faster than the average for all occupations. Growth will be due to an increase in the elderly population and a rising demand for health care and social services.

Much of the growth will be due to the needs of an aging population. An increase in number of older adults will cause growth in demand for social services. The elderly population often needs services such as adult day care and meal delivery. Social and human service assistants, who help find and provide these services, will be needed to meet this increased demand.

In addition, growth is expected as more people seek treatment for their addictions and more drug offenders are sent to treatment programs rather than to jail. The result will be an increase in demand for social and human service assistants who work in treatment programs or work with people with addictions.

There also will be a continued demand for child and family social and human service assistants. They will be needed to help workers investigate child abuse cases, as well as to place children in foster care and with adoptive families.

Employment of social and human service assistants in the industries employing the largest number of these workers is expected to grow as follows from 2010 to 2020:

Individual and family services	57%
Community and vocational rehabilitation services	31
Nursing and residential care facilities	24
Local government, excluding education and hospitals	9
State government, excluding education and hospitals	4

Job Prospects

Low pay and heavy workloads cause many workers to leave this occupation, which creates good opportunities for new workers entering the field.

Industry Standards:

The occupation is **not regulated** in Ontario or any province in Canada.

Professional Associations:

Key Research Findings

[Canadian Association of Social Workers](#)
[Council of Canadian Child and Youth Care Associations](#)
[Ontario Association of Child and Youth Workers](#)
[Ontario Association of Social Workers](#)
[Ontario College of Social Workers and Social Service Workers](#)

Employment Requirements

Employment requirements are prerequisites generally needed to enter an occupation.

- Completion of a college or university program in social work, child and youth care, counselling or other social science or health-related discipline is usually required.
- Previous work experience in a social service environment as a volunteer or in a support capacity may replace formal education requirements for some occupations in this unit group.
- Social service workers may be required to be a member of a provincial regulatory body in some provinces.

Educational Programs Leading to this Occupation

N/A

Educational Competitors

Individual Community College/Institute Information

(Click on Program Title to view college program page)

23 Ontario Colleges currently offer this Diploma Program (including Fleming)

Algonquin

[Child and Youth Worker](#) Advanced Diploma, 3 yr.

- Offers a 1st year online option

Boreal

[Child and Youth Worker](#) Advanced Diploma, 3 yr.

Cambrian

[Child and Youth Worker](#) Advanced Diploma, 3 yr.

Centennial

[Child and Youth Worker](#) Advanced Diploma, 3 yr.

Confederation

[Child and Youth Worker](#) Advanced Diploma, 3 yr.

Durham

[Child and Youth Worker](#) Advanced Diploma, 3 yr.

- Fast tracked over 2 years
- [Brock University Articulation](#) Option for Students enrolled and have completed one year of their studies in the Honours BA in Child and Youth Studies at Brock University

Fanshawe

[Child and Youth Worker](#) Advanced Diploma, 3 yr.

Key Research Findings

- Fast track option available

George Brown

[Child and Youth Worker](#) Advanced Diploma, 3 yr.

- Fast track option available

Georgian

[Child and Youth Worker](#) Advanced Diploma, 3 yr.

Humber

[Child and Youth Worker](#) Advanced Diploma, 3 yr.

- Fast track option available

[Bachelor of Child and Youth Care](#) 4 yr.

La Cite

[Geston Des Services de Garde À L'Enfance](#) Advanced Diploma, 3 yr.

Lambton

[Child and Youth Worker](#) Advanced Diploma, 3 yr.

Loyalist

[Child and Youth Worker](#) Advanced Diploma, 3 yr.

- Direct entry into Year Two of Child and Youth Worker is available through an advanced standing option which is open to applicants with a human studies diploma (SSW, DSW, ECE, GAS with a social studies focus, or Justice Studies), or a relevant university degree.

Mohawk

[Child and Youth Worker](#) Advanced Diploma, 3 yr.

Niagara

[Child and Youth Worker](#) Advanced Diploma, 3 yr.

Northern

[Child and Youth Worker](#) Advanced Diploma, 2 yr.

Sault

[Child and Youth Worker](#) Advanced Diploma, 3 yr.

Seneca

[Child and Youth Worker](#) Advanced Diploma, 3 yr.

Sheridan

[Child and Youth Worker](#) Advanced Diploma, 3 yr.

St. Clair

[Child and Youth Worker](#) Advanced Diploma, 3 yr.

St. Lawrence

Key Research Findings

[Child and Youth Worker](#) Advanced Diploma, 3 yr.

- Fast track option available

APS#	MTCU Code	Approved Program Name	Program Weight	Funding Unit	Degree Factor	Institution
1230	60701	Child And Youth Worker	1.40	2.00	3.00	ALGONQUIN
1046	60701	Techniques D'éducationSpécialisée	1.40	2.00	3.00	BOREAL
1095	60701	Child And Youth Worker	1.40	2.00	3.00	CAMBRIAN
1029	60701	Child And Youth Worker	1.40	2.00	3.00	CENTENNIAL
1079	60701	Child And Youth Worker	1.40	2.00	3.00	CONFEDERATION
1163	60701	Child And Youth Worker	1.40	2.00	3.00	DURHAM
1122	60701	Child And Youth Worker	1.40	2.00	3.00	FANSHAWE
1180	60701	Child And Youth Worker	1.40	2.00	3.00	GEORGIAN
1124	60701	Child And Youth Worker	1.40	2.00	3.00	GEORGE BROWN
1015	60701	Child And Youth Worker	1.40	2.00	3.00	HUMBER
1046	60701	Child Care Worker	1.40	2.00	3.00	LACITE
1063	60701	Child And Youth Worker	1.40	2.00	3.00	LAMBTON
1126	60701	Child And Youth Worker	1.40	2.00	3.00	LOYALIST
1083	60701	Child And Youth Worker	1.40	2.00	3.00	MOHAWK
1129	60701	Child And Youth Worker	1.40	2.00	3.00	NIAGARA
1121	60701	Child And Youth Worker	1.40	2.00	3.00	NORTHERN
1047	60701	Child And Youth Worker	1.40	2.00	3.00	SAULT
1276	60701	Child and Youth Worker	1.40	2.00	3.00	SENECA
1215	60701	Child And Youth Worker	1.40	2.00	3.00	SHERIDAN
1016	60701	Child And Youth Worker	1.40	2.00	3.00	ST LAWRENCE
1097	60701	Child And Youth Worker	1.40	2.00	3.00	ST CLAIR

Employment Postings:

On May 24, 2012, there were 10 jobs listed locally in the JobBank, and 76 job opportunities in the province and 502 in Canada.

Source: jobbank.gc.ca

Key Research Findings

Job Number: 6452473

Title: Child and youth worker (Part Time and Relief workers) ([NOC: 4212](#))

Terms of Employment: Permanent, Part Time leading Full Time, Shift, Weekend, Day, Evening

Salary: \$13.00 Hourly for 24 hours per week

Anticipated Start Date: As soon as possible

Location: Oakwood, Ontario (3 vacancies)

Skill Requirements:

Education: Completion of high school, Some college/CEGEP/vocational or technical training, Completion of college/CEGEP/vocational or technical training

Credentials (certificates, licences, memberships, courses, etc.): Child and Youth Care Worker (CCW/CYW) Diploma, Social Service Worker (SSW) Diploma, Community Support Worker (CSW) Diploma, Human Services Diploma, Non-violent Crisis Intervention (NVCI) Certificate, First Aid Certificate

Experience: 7 months to less than 1 year

Languages: Speak English, Read English, Write English

Work Setting: Group home, Children's services facility

Target Groups or Clients: Male, Female, Children, Adolescents, Persons with intellectual disabilities, Persons with mental health disabilities, Persons with learning disabilities

Type of Community or Social Service: Child welfare

Specific Skills: Obtain information and prepare reports or case histories, Appraise clients' needs or eligibility for specific services, Implement life skills workshops, Assess client's relevant skill strengths and development needs, Develop, coordinate and implement the delivery of specific services within the community, Resolve conflict situations, Supervise activities of clients living in group homes and half-way houses, Implement behaviour management programs, Conduct individual and group counselling sessions, Provide personal services support to persons with special needs

Additional Skills: Housekeeping activities, Food preparation

Work Conditions and Physical Capabilities: Fast-paced environment, Work under pressure, Physically demanding

Transportation/Travel Information: Own transportation, Valid driver's licence

Work Location Information: Rural community

Security and Safety: Enhanced reliability security clearance, Child abuse registry check, Child welfare check, Driver's validity licence check, Driving record check (abstract), Medical exam

Essential Skills: Reading text, Document use, Writing, Oral communication, Working with others, Problem solving, Decision making, Job task planning and organizing, Finding information, Computer use, Continuous learning

Key Research Findings

Other Information: Preference given to candidates with UMAB/Valid First Aid CPR. No phone calls please.

Employer: Hawk Residential Care and Treatment Homes Inc.

How to Apply:

Please apply for this job only in the manner specified by the employer. Failure to do so may result in your application not being properly considered for the position.

By Mail:

PO Box 337 Lindsay, Ontario K9V 4S3

By Fax: (705) 953-9858

By E-mail: information@hawkhomes.ca

Advertised until: 2012/06/12

Job Number: 6440288

Title: Child and youth worker (Newcomer Child and Youth Project Worker) ([NOC: 4212](#))

Terms of Employment: Seasonal, Full Time, Weekend, Day

Salary: \$10.25 Hourly for 32.5 hours per week

Anticipated Start Date: 2012/06/18

Location: Peterborough, Ontario (1 vacancy)

Skill Requirements:

Education: Some high school, Completion of high school, Some college/CEGEP/vocational or technical training, Some university

Credentials (certificates, licences, memberships, courses, etc.): Child and Youth Care Worker (CCW/CYW) Diploma, Social Service Worker (SSW) Diploma, Community Support Worker (CSW) Diploma, Cultural Awareness Training, Cardiopulmonary Resuscitation (CPR) Certificate, First Aid Certificate, Babysitting Certificate

Experience: 1 year to less than 2 years

Languages: Speak English, Read English, Write English

Work Setting: Community or neighbourhood centre, Youth drop-in centre

Target Groups or Clients: Children, Adolescents, Families, Culturally diverse groups

Type of Community or Social Service: Education or training, Volunteer coordination, Settlement services for new immigrants

Specific Skills: Appraise clients' needs or eligibility for specific services, Implement life skills workshops, Assess client's relevant skill strengths and development needs, Develop, coordinate and implement the delivery of specific services within the community, Liaise with other social services agencies and health care providers involved with clients

Additional Skills: Administrative and office activities, Housekeeping activities

Security and Safety: Enhanced reliability security clearance, Criminal record check

Key Research Findings

Work Conditions and Physical Capabilities: Fast-paced environment, Work under pressure, Physically demanding

Transportation/Travel Information: Own transportation, Public transportation is available

Work Location Information: Urban area

Ability to Supervise: 16-20 people, Working groups

Essential Skills: Reading text, Numeracy, Writing, Oral communication, Working with others, Problem solving, Decision making, Critical thinking, Job task planning and organizing, Significant use of memory, Finding information, Computer use, Continuous learning

Other Information: Assist with Canada Day celebration, assist with child/youth summer programs. Ten week term. Currently a full time student, returning to school in Sept. Visible minorities are encouraged to apply.

Employer: New Canadians Centre

How to Apply:

Please apply for this job only in the manner specified by the employer. Failure to do so may result in your application not being properly considered for the position.

By Mail:

205 Sherbrooke Street
Peterborough, Ontario
K9J 2N2

In Person between 9:00 and 17:00:

205 Sherbrooke Street
Peterborough, Ontario
K9J 2N2

Web Site: <http://www.nccpeterborough.ca>

Advertised until: 2012/05/25

Job Number: 6423650

Title: Child and youth worker (Live in House parent) ([NOC: 4212](#))

Terms of Employment: Permanent, Full Time, Weekend, Day, Night, Evening

Salary: \$12.00 to \$13.00 Hourly for 40 hours per week

Anticipated Start Date: As soon as possible

Location: Peel area, Ontario (2 vacancies)

Skill Requirements:

Education: Completion of college/CEGEP/vocational or technical training

Credentials (certificates, licences, memberships, courses, etc.): Child and Youth Care Worker (CCW/CYW) Diploma, Social Service Worker (SSW) Diploma, Non-violent Crisis Intervention (NVCI) Certificate, Pharmacology Certificate, Cardiopulmonary Resuscitation (CPR) Certificate, First Aid Certificate

Experience: 2 years to less than 3 years

Languages: Speak English, Read English, Write English

Key Research Findings

Work Setting: Group home, Private home

Target Groups or Clients: Female, Adolescents

Type of Community or Social Service: Child welfare, Corrections, Education or training, Early intervention programming for at-risk youth, Crime prevention, Programs dealing with Fetal Alcohol Spectrum Disorder (FASD)

Specific Skills: Obtain information and prepare reports or case histories, Assess client's relevant skill strengths and development needs, Conduct follow-up assessments, Provide suicide and crisis intervention, Resolve conflict situations, Supervise activities of clients living in group homes and half-way houses, Implement behaviour management programs, Liaise with other social services agencies and health care providers involved with clients, Assist in evaluating the effectiveness of treatment programs

Additional Skills: Administrative and office activities, Housekeeping activities, Food preparation

Security and Safety: Criminal record check, Child welfare check, Driver's validity licence check, Driving record check (abstract), Medical exam

Work Conditions and Physical Capabilities: Fast-paced environment, Work under pressure

Transportation/Travel Information: Own transportation, Own vehicle, Valid driver's licence, Public transportation is available

Work Location Information: Staff accommodation provided, Room and board provided

Ability to Supervise: 3-4 people

Essential Skills: Reading text, Document use, Numeracy, Writing, Oral communication, Working with others, Problem solving, Decision making, Critical thinking, Job task planning and organizing, Finding information, Computer use, Continuous learning

Other Information: Living with teenage girls who may display a varying degree of emotional, behavioural and psychiatric problems. Every other weekend relief worker will be provided

Employer: TLK Residential Services

How to Apply:

Please apply for this job only in the manner specified by the employer. Failure to do so may result in your application not being properly considered for the position.

By E-mail: tlkhr@hotmail.com

Advertised until: 2012/06/21

Job Number: 6437679

Title: Child and youth worker ([NOC: 4212](#))

Terms of Employment: Permanent, Full Time, Weekend, Day, Evening

Salary: \$15.00 Hourly for 40 hours per week

Anticipated Start Date: As soon as possible

Location: Guelph, Ontario (1 vacancy)

Key Research Findings

Skill Requirements:

Education: Completion of college/CEGEP/vocational or technical training, Completion of university

Credentials (certificates, licences, memberships, courses, etc.): Child and Youth Care Worker (CCW/CYW) Diploma, Social Service Worker (SSW) Diploma, Social Service Worker - Gerontology Diploma

Experience: Experience an asset

Languages: Speak English, Read English, Write English

Work Setting: Group home, Children's services facility

Target Groups or Clients: Male, Female, Children

Type of Community or Social Service: Programs dealing with Autism Spectrum Disorder

Specific Skills: Resolve conflict situations, Supervise activities of clients living in group homes and half-way houses, Implement behaviour management programs, Provide personal services support to persons with special needs

Security and Safety: Criminal record check, Child abuse registry check, Child welfare check, Driver's validity licence check, Driving record check (abstract), Medical exam

Work Conditions and Physical Capabilities: Work under pressure

Transportation/Travel Information: Own transportation, Public transportation is not available

Work Location Information: Urban area

Ability to Supervise: 1 to 2 people

Essential Skills: Reading text, Document use, Writing, Oral communication, Working with others, Problem solving, Critical thinking, Job task planning and organizing

Employer: Avalon

How to Apply:

Please apply for this job only in the manner specified by the employer. Failure to do so may result in your application not being properly considered for the position.

By Mail:

2nd Line Erin Township
Ospringle, Ontario
N0B 1Z0

By Fax: (519) 833-2427

By E-mail: acrprogrammanager@gmail.com

Advertised until: 2012/06/13