

# Key Research Findings

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

Section	Description	Measures
<b>Student Demand</b>	<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><b>Click Below to Access Full Source Document:</b>  <a href="#">Fall Enrollment Trend</a></p>	<ul style="list-style-type: none"> <li>● Strong = Fleming enrolment growth is outpacing system and is equal to or greater than 3%</li> <li>● Moderate = Fleming enrolment growth is equivalent to system demand and is between 1.0 to 2.9%</li> <li>● Weak = Fleming enrolment growth is less than the system demand and is less than 1%</li> </ul>
<b>Labour Market</b>	<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"> <li>● Strong = Between 5-6 positive labour market indicators</li> <li>● Moderate = Between 3-5 positive labour market indicators</li> <li>● Weak = Between 1-2 or no positive labour market indicators</li> </ul>
<b>Competitive Analysis</b>	<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><b>Click Below to Access Full Source Document:</b>  <a href="#">Fall Conversion Report</a></p>	<ul style="list-style-type: none"> <li>● Strong = Fleming conversion ratio is greater than 2 below the system</li> <li>● Moderate = Fleming conversion ratio is 1 above, below or equal to the system</li> <li>● Weak = Fleming conversion ratio is greater than 2 above than the system</li> </ul>
<b>Financial Analysis</b>	<p>Includes a review of Contribution to Overhead (CTO) for existing programs (2010-11)</p> <p><b>Click Below to Access Full Source Document:</b>  <a href="#">Costing Analysis</a></p>	<ul style="list-style-type: none"> <li>● Strong = CTO is greater than 35%</li> <li>● Moderate = CTO is between 30 - 34%</li> <li>● Weak = CTO is between 20 – 30%</li> </ul> <p><b>No Contribution = 19% or less</b></p>

# Key Research Findings

<b>Key Performance Indicators</b>	<p>Includes KPI trends from the Key Performance Indicator Summary 5 Year Historical Overview KPI Data from Reporting Years 2008-2012.</p> <p><b>Click Below to Access Full Source Document:</b> <a href="#">Key Performance Indicators</a></p>	<ul style="list-style-type: none"><li>● Strong = Above system average in 6-7 indicators</li><li>● Moderate = Above system average in 3-5 indicators</li><li>● Weak = Above system average in 0-2 indicators.</li></ul>
<b>Resource Analysis</b>	<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

## Developmental Service Worker (51641)

<b>Student Demand<sup>1</sup></b>	<b>NOT AVAILABLE</b>
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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:

### Certificate

- Lambton is the only college to offer a certificate program, and began offering it in 2010; it has experienced a **-38%** change in growth in 2011

### Diploma

- As Fleming has only begun offering this program as of 2011, registration data has not been consolidated at this point, however Fleming received **22 applications** upon its initial offering in the past year
- La Cite had the largest mean growth rate in 2011 with **17%**, and Loyalist had the lowest growth rate with **-12%**
- Fanshawe has the highest average of registrations with **116 students**

### Graduate Certificate

- 8 colleges offer this program
- Fanshawe has the highest mean growth rate of **21%**, and La Cite has the lowest with **-43%**
- George Brown has the highest average of registrations with 53 students

### Certificate

Program: 41641 - DEVELOPMENTAL CARE FOR THE MENTALLY RETARDED														
	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
LAMBTON							24			24 15 -38			-38	20
Total							24			24 15 -38			-38	20

<sup>1</sup> 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

## Diploma

Program: 51641 - DEVELOPMENTAL SERVICES 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	126	137	9	137	137	0	137	133	-3	133	134	1	2	133
CAMBRIAN	42	32	-24	32	36	13	36	38	6	38	29	-24	-7	35
CENTENNIAL	23	36	57	36	22	-39	22	23	5	23	25	9	8	26
CONFEDERATION	29	32	10	32	56	75	56	33	-41	33	30	-9	9	36
DURHAM											33			33
FANSHAWE	98	129	32	129	108	-16	108	116	7	116	130	12	9	116
GEORGIAN	45	48	7	48	52	8	52	46	-12	46	47	2	1	48
HUMBER	58	43	-26	43	39	-9	39	63	62	63	51	-19	2	51
LA CITÉ COLLÉGIAL	18	16	-11	16	17	6	17	23	35	23	32	39	17	21
LOYALIST	60				79		79	62	-22	62	61	-2	-12	66
NORTHERN	17	23	35	23	18	-22	18	19	6	19	23	21	10	20
ST. CLAIR	73	64	-12	64	66	3	66	71	8	71	72	1	0	69
Total	589	560	-5	560	630	13	630	627	0	627	667	6	3	615

## Graduate Certificate

Program: 70711 - AUTISM AND BEHAVIOURAL SCIENCE														
	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										23				23
FANSHAWE	20	29	45	29	27	-7	27	28	4	28	40	43	21	29
GEORGE BROWN	41	40	-2	40	69	73	69	63	-9	63	51	-19	11	53
LA CITÉ COLLÉGIAL							7			7 4 -43			-43	6
LAMBTON	18	20	11	20	25	25	25	17	-32	17	20	18	5	20
MOHAWK	32	30	-6	30	28	-7	28	30	7	30	36	20	4	31
ST. CLAIR				25			25 31 24			31 30 -3			10	29
ST. LAWRENCE	29	24	-17	24	29	21	29	25	-14	25	27	8	-1	27
Total	140	143	2	143	203	42	203	201	-1	201	231	15	15	184

# Key Research Findings

## Labour Market

• **STRONG**

### HRSDC<sup>2</sup>

#### Community and Social Service Workers (NOC – 4212)

- Job Openings (2011/2020): **171,200**
- 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.”
- “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.”

### US Bureau of Labour<sup>3</sup>

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

- Employment Growth (2010/2020): **Increase 28%**
  - **384,200 (2010) to 490,200 (2020)**
- “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.”

<sup>2</sup>“Paralegals, Social Services Workers And Occupations In Education And Religion, N.E.C. (421).” *Human Resources and Skills Development Canada*.N.p., 22 May 2012. Web. 22 May 2012.  
<<http://www23.hrsdc.gc.ca/occupationsummarydetail.jsp?&tid=61>>.

<sup>3</sup>Bureau 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 20, 2012.

# Key Research Findings

## Employment Profile<sup>4</sup>

In 2010-2011, **40.3%** of graduates were employed in a full time position which related to this program of study provincially

### Developmental Services Worker

<b>Total Graduates:</b>	580	<b>Total Graduates in Survey:</b>	421	<b>Response Rate:</b>	73.0%
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<sup>a</sup> 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 Developmental Services Worker

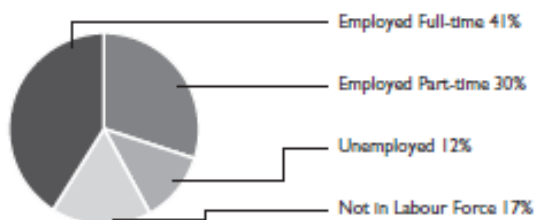
Programs	Duration	Total Grads	Total in Survey	Total in Labour Force	Colleges
Community Integration Through Co-operative Education	2 Years	59	48	38	Durham, Humber, Lambton, Sault
Developmental Disabilities	1 Year	15	11	9	Lambton
Developmental Services Worker	2 Years	506	362	304	Algonquin, Cambrian, Centennial, Confederation, Fanshawe, Georgian, Humber, La Cité, Loyalist, Northern, St. Clair

### Summary of Survey Data

	Program Cluster	All Programs
Survey Population	421	50,622
Labour Force Participation	83%	74%
Employment Rate <sup>a</sup>	86%	83%
Employed Part-time <sup>a</sup>	37%	18%
Employed Full-time <sup>a</sup>	49%	65%
Average Annual Earnings – Total	\$32,265	\$33,199
Average Annual Earnings – Female	\$31,516	\$31,897
Average Annual Earnings – Male	\$37,430	\$34,607
Graduate Satisfaction	86%	79%
Employer Satisfaction	93%	93%

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

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



<sup>4</sup>"Employment Profile." Ontario. N.p., 2011. Web. 19 July 2012.  
<<http://www.tcu.gov.on.ca/pepg/audiences/colleges/serials/eprofile09-10/profile10.pdf>>.

## Developmental Services Worker

### Top Five Industries of Employment

	#	%
Social Assistance	94	33.3%
Nursing and Residential Care Facilities	89	31.6%
Educational Services	45	16.0%
Ambulatory Health Care Services	13	4.6%
Food Services and Drinking Places	7	2.5%

### Top Five Occupational Categories

	#	%
Community and Social Service Workers	141	49.6%
Elementary and Secondary School Teacher Assistants	32	11.3%
Early Childhood Educators and Assistants	25	8.8%
Visiting Homemakers, Housekeepers and Related Occupations	19	6.7%
Nurse Aides, Orderlies and Patient Service Associates	9	3.2%

### 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	
	#	%	#	%	#	%	#	%	#	%	#	%
Community Integration Through Co-operative Education	4	8.3	2	4.2	3	6.3	7	14.6	22	45.8	10	20.8
Developmental Disabilities	1	9.1	—	—	5	45.5	2	18.2	1	9.1	2	18.2
Developmental Services Worker	146	40.3	19	5.2	93	25.7	18	5.0	28	7.7	58	16.0
All Programs in Cluster	151	35.9	21	5.0	101	24.0	27	6.4	51	12.1	70	16.6

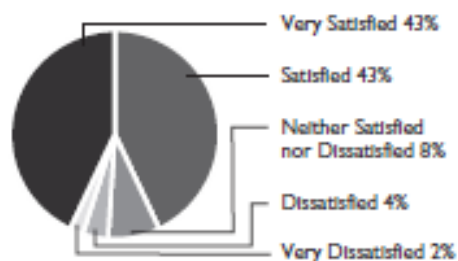
### Earnings of Full-time Employed Participants

Program	Average – Females	Average – Males	Median – Females	Median – Males	Average for Program	Median for Program
Community Integration Through Co-operative Education	—	—	—	—	\$21,026	\$20,711
Developmental Disabilities	—	—	—	—	—	—
Developmental Services Worker	\$31,767	\$39,947	\$31,286	\$40,000	\$32,733	\$31,969
All Programs in Cluster	\$31,516	\$37,430	\$31,286	\$37,022	\$32,265	\$31,317

## Developmental Services Worker

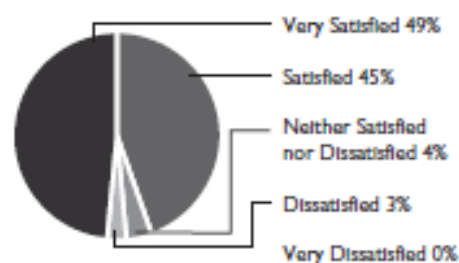
### Program Cluster Satisfaction

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



\* 390 graduates participated in this question.

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



\* 74 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	94.5%	93.6%	93.2%	91.2%	93.0%	90.5%	93.4%	92.1%	88.6%	85.5%
Percentage Employed Full-time	66.5%	65.2%	65.2%	64.5%	61.8%	59.3%	61.0%	57.4%	56.6%	49.0%
Percentage Employed Full-time Related Jobs	62.3%	58.5%	57.7%	57.2%	53.5%	51.8%	55.5%	50.8%	49.7%	43.0%
Average Annual Salary Full-time Related Jobs	\$25,391	\$25,914	\$27,467	\$29,160	\$29,943	\$30,016	\$31,859	\$32,444	\$34,620	\$33,200



# Key Research Findings

## Working in Canada<sup>5</sup>

### 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 Analysis<sup>6</sup>

**NOT AVAILABLE**

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

### Certificate

- Lambton began offering this certificate in 2010, and over the first two years of offering the program the school has experienced a decrease in its conversion ratio

### Diploma

- Confederation, Fanshawe and St. Clair all offer an accelerated option for this program
- Cambrian has an alternative delivery option as well, including online, video and field placement
- 13 colleges offer this program
- Humber has the lowest conversion ratio of **8:1**

<sup>5</sup>"Community and Social Service Workers (NOC 4212)." *Working in Canada*. N.p., n.d. Web. 20 June 2012.

<<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>>.

<sup>6</sup> 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

## Graduate Certificate

- Algonquin offers an Autism and Behavioural Science graduate certificate in both full time and part time options

## Certificate

Program: 41641 - DEVELOPMENTAL CARE FOR THE MENTALLY RETARDED

	App. 2007	Reg. 2007	Conversion Ratio	App. 2008	Reg. 2008	Conversion Ratio	App. 2009	Reg. 2009	Conversion Ratio	App. 2010	Reg. 2010	Conversion Ratio	App. 2011	Reg. 2011	Conversion Ratio
LAMBTON	0			0			0			82	24	3:1	79	15	5:1
<b>Total</b>	<b>0</b>			<b>0</b>			<b>0</b>			<b>82</b>	<b>24</b>	<b>3:1</b>	<b>79</b>	<b>15</b>	<b>5:1</b>

## Diploma

Program: 51641 - DEVELOPMENTAL SERVICES 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	App. 2011	Reg. 2011	Conversion Ratio
ALGONQUIN	350	126	3:1	403	137	3:1	442	137	3:1	427	133	3:1	455	134	3:1
CAMBRIAN	132	42	3:1	121	32	4:1	110	36	3:1	124	38	3:1	102	29	4:1
CENTENNIAL	137	23	6:1	161	36	4:1	148	22	7:1	158	23	7:1	182	25	7:1
CONFEDERATION	104	29	4:1	86	32	3:1	208	56	4:1	129	33	4:1	103	30	3:1
DURHAM	0			0			0			0			85	33	3:1
FANSHAWE	338	98	3:1	424	129	3:1	491	108	5:1	497	116	4:1	493	130	4:1
GEORGIAN	166	45	4:1	148	48	3:1	182	52	4:1	153	46	3:1	191	47	4:1
HUMBER	256	58	4:1	289	43	7:1	322	39	8:1	328	63	5:1	395	51	8:1
LA CITÉ COLLÉGIAL	66	18	4:1	57	16	4:1	59	17	3:1	65	23	3:1	109	32	3:1
LOYALIST	219	60	4:1	206			234	79	3:1	205	62	3:1	199	61	3:1
NORTHERN	65	17	4:1	87	23	4:1	78	18	4:1	84	19	4:1	88	23	4:1
ST. CLAIR	195	73	3:1	218	64	3:1	238	66	4:1	251	71	4:1	219	72	3:1
ST. LAWRENCE	110			81			0			0			0		
<b>Total</b>	<b>2138</b>	<b>589</b>	<b>4:1</b>	<b>2281</b>	<b>560</b>	<b>4:1</b>	<b>2512</b>	<b>630</b>	<b>4:1</b>	<b>2421</b>	<b>627</b>	<b>4:1</b>	<b>2621</b>	<b>667</b>	<b>4:1</b>

# Key Research Findings

## Graduate Certificate

Program: 70711 - AUTISM AND BEHAVIOURAL SCIENCE															
	App. 2007	Reg. 2007	Conversion Ratio	App. 2008	Reg. 2008	Conversion Ratio	App. 2009	Reg. 2009	Conversion Ratio	App. 2010	Reg. 2010	Conversion Ratio	App. 2011	Reg. 2011	Conversion Ratio
ALGONQUIN	0			0			0			16			150	23	7:1
FANSHAWE	48	20	2:1	136	29	5:1	179	27	7:1	148	28	5:1	165	40	4:1
GEORGE BROWN	238	41	6:1	284	40	7:1	304	69	4:1	287	63	5:1	365	51	7:1
LA CITÉ COLLÉGIAL	0			0			0			31	7	4:1	27	4	7:1
LAMBTON	36	18	2:1	67	20	3:1	84	25	3:1	76	17	4:1	63	20	3:1
MOHAWK	190	32	6:1	190	30	6:1	198	28	7:1	198	30	7:1	236	36	7:1
ST. CLAIR	75			74			84	25	3:1	104	31	3:1	131	30	4:1
ST. LAWRENCE	119	29	4:1	89	24	4:1	106	29	4:1	103	25	4:1	118	27	4:1
Total	706	140	5:1	840	143	6:1	955	203	5:1	963	201	5:1	1255	231	5:1

## Financial Analysis

**NO CONTRIBUTION**

Source: Program Costing Analysis 2010/2011

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

## Key Performance Indicators

**NO CONTRIBUTION**

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	-
KPI9-Student Satisfaction- Teachers	-
KPI11-Grad. Satisfaction-Program	-

## Resource Analysis

### Equipment

### Staffing

### Space

# 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&regionKeyword=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&regionKeyword=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)**

<b>Occupations in this group</b>	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)
<b>Employment (non-student) in 2010</b>	398,786
<b>Median Age of workers in 2010</b>	39.3
<b>Average Retirement Age in 2010</b>	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&regionKeyword=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

## [Ontario Association of Developmental 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)

**13 Ontario Colleges currently offer this Diploma Program (including Fleming)**

#### Algonquin

[Developmental Services Worker](#) Diploma

[Autism and Behavioural Science](#) Certificate

- Both F/T and P/T options available

#### Cambrian

[Developmental Services Worker](#) Diploma

- Alternate delivery available (online/video, field placement)

#### Centennial

[Developmental Services Worker](#) Diploma

#### Confederation

[Developmental Services Worker](#) Diploma

- Accelerated option available

#### Durham

[Developmental Services Worker](#) Diploma

#### Fanshawe

[Developmental Services Worker](#) Diploma

- Accelerated options available with varying start dates (Jan/Mar/Apr/Jun/Jul/Nov)
- Fast track option available (10 month)

#### Georgian

[Developmental Services Worker](#) Diploma



# Key Research Findings

## Humber

[Developmental Services Worker](#) Diploma

## Lambton

[Developmental Services Worker](#) Diploma

[Developmental Disabilities](#) Certificate

## Loyalist

[Developmental Services Worker](#) Diploma

## Northern

[Developmental Services Worker](#) Diploma

- Part time, Contact North and Open Learning options available with continuous monthly intakes

## St. Clair

[Developmental Services Worker](#) Diploma

- Accelerated option available

APS#	MTCU Code	Approved Program Name	Program Weight	Funding Unit	Degree Factor	Institution
1076	51641	Developmental Services Worker	1.40	1.60	2.00	ALGO
1032	51641	Developmental Services Worker	1.40	1.60	2.00	CAMB
1067	51641	Developmental Services Worker	1.40	1.60	2.00	CENT
1034	51641	Developmental Services Worker	1.40	1.60	2.00	CONF
1189	51641	Developmental Services Worker	1.40	1.60	2.00	DURH
1063	51641	Developmental Services Worker	1.40	1.60	2.00	FANS
1037	51641	Developmental Services Worker	1.40	1.60	2.00	GEOR
1067	51641	Developmental Services Worker	1.40	1.60	2.00	HUMB
1032	51641	Developmental Services Worker	1.40	1.60	2.00	LOYT
1087	51641	Developmental Services Worker	1.40	1.60	2.00	NORT
1043	51641	Developmental Services Worker	1.40	1.60	2.00	SLAW
1253	51641	Developmental Services Worker	1.40	1.60	2.00	SSFL
1037	51641	Developmental Services Worker	1.40	1.60	2.00	STCL
1098	41641	Developmental Disabilities	1.40	0.80	1.00	LAMB
1377	70711	Autism And Behavioural Science	1.30	0.70	1.00	ALGO
1170	70711	Autism And Behavioural Science	1.30	0.70	1.00	CANA

## Key Research Findings

1177	70711	Autism And Behavioural Science	1.30	0.70	1.00	CONF
1263	70711	Autism And Behavioural Science	1.30	0.70	1.00	FANS
1238	70711	Autism And Behavioural Science	1.30	0.70	1.00	GRBR
1140	70711	Autisme Et Sciences Du Comportement	1.30	0.70	1.00	LACI
1096	70711	Autism And Behavioural Science	1.30	0.70	1.00	LAMB
1204	70711	Autism And Behavioural Science	1.30	0.70	1.00	MOHA
1223	70711	Autism and Behavioural Science	1.30	0.70	1.00	NIAG
1206	70711	Autism And Behavioural Science	1.30	0.70	1.00	NORT
1249	70711	Autism And Behavioural Science	1.30	0.70	1.00	SENE
1187	70711	Autism And Behavioural Science	1.30	0.70	1.00	SLAW
1189	70711	Autism And Behavioural Science	1.30	0.70	1.00	STCL

### Employment Postings:

On May 29, 2012, there were 11 jobs listed locally in the JobBank, and 80 job opportunities in the province and 509 in Canada.

Source: [jobbank.gc.ca](http://jobbank.gc.ca)

**Job Number:** 6428389

**Title:** Developmental service worker ([NOC: 4212](#))

**Terms of Employment:** Permanent, Part Time, Shift, Weekend, Night

**Salary:** \$15.63 Hourly for 16 hours per week, As per collective agreement

**Anticipated Start Date:** As soon as possible

**Location:** Brighton, Ontario (1 vacancy)

### Skill Requirements:

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

**Credentials (certificates, licences, memberships, courses, etc.):** Social Service Worker - Gerontology Diploma, Medication Administration Certificate, Pharmacology Certificate, Cardiopulmonary Resuscitation (CPR) Certificate, First Aid Certificate

**Experience:** No experience

**Languages:** Speak English, Read English, Write English

**Target Groups or Clients:** Seniors

**Specific Skills:** Obtain information and prepare reports or case histories, Liaise with other social services agencies and health care providers involved with clients

# Key Research Findings

**Additional Skills:** Administrative and office activities

**Security and Safety:** Criminal record check

**Work Conditions and Physical Capabilities:** Work under pressure

**Transportation/Travel Information:** Own transportation

**Work Location Information:** Rural community

**Ability to Supervise:** More than 20 people

**Essential Skills:** Reading text, Document use, Numeracy, Writing, Oral communication, Working with others, Problem solving, Decision making, Finding information, Continuous learning

**Other Information:** Retirement home-nursing dept. Med. administration, treatments, documentation.

**Employer:** Applefest Lodge

**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:**

120 Elizabeth St  
Brighton, Ontario  
K0K 1H0

**In Person between 9:00 and 16:00:**

120 Elizabeth St  
Brighton, Ontario  
K0K 1H0

**By Phone: between 9:00 and 16:00:** (613) 475-3510

**By Fax:** (613) 475-3552

**By E-mail:** joy\_applefestlodge@bellnet.ca

**Advertised until:** 2012/06/10

**Job Number:** 6457931

**Title:** Developmental service worker (Summer Assistant) ([NOC: 4212](#))

**Terms of Employment:** Temporary, Part Time, Weekend, Day, Night

**Salary:** \$11.25 Hourly for 34 hours per week

**Anticipated Start Date:** 2012/06/25

**Location:** Townsend, Ontario (1 vacancy)

**Skill Requirements:**

**Education:** Some college/CEGEP/vocational or technical training, Some university

**Credentials (certificates, licences, memberships, courses, etc.):** First Aid Certificate

**Experience:** Experience an asset

**Languages:** Speak English, Read English, Write English

# Key Research Findings

**Target Groups or Clients:** Persons with physical disabilities

**Security and Safety:** Criminal record check, Child abuse registry check, Child welfare check, Medical exam

**Work Conditions and Physical Capabilities:** Physically demanding

**Work Location Information:** Work in employer's/client's home

**Essential Skills:** Reading text, Writing, Oral communication, Working with others, Problem solving, Decision making, Critical thinking, Job task planning and organizing, Continuous learning

**Other Information:** To assist with delivery of life skills programming, creative activities and by providing support and care to medically fragile children, youth & adults. Must meet criteria for Rural Summer Jobs 2012.

**Employer:** Haldimand Norfolk REACH

**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 Fax:** (519) 587-2441

**By E-mail:** [jobs@hnreach.on.ca](mailto:jobs@hnreach.on.ca)

**Web Site:** <http://www.hnreach.on.ca>

**Advertised until:** 2012/06/01

**Job Number:** 6437441

**Title:** Development service worker (Student) ([NOC: 4212](#))

**Terms of Employment:** Casual, Part Time, On Call, Weekend, Day, Night, Evening

**Salary:** \$10.25 Hourly for 40 hours per week

**Anticipated Start Date:** As soon as possible

**Location:** Kitchener, Ontario (2 vacancies )

**Skill Requirements:**

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

**Credentials (certificates, licences, memberships, courses, etc.):** Cardiopulmonary Resuscitation (CPR) Certificate, First Aid Certificate

**Experience:** 7 months to less than 1 year

**Languages:** Speak English, Read English, Write English

**Work Setting:** Group home

**Target Groups or Clients:** Male, Female

**Specific Skills:** Provide personal services support to persons with special needs

**Additional Skills:** Housekeeping activities, Food preparation

# Key Research Findings

**Security and Safety:** Criminal record check, Driving record check (abstract), Medical exam

**Work Location Information:** Work in employer's/client's home

**Essential Skills:** Reading text, Document use, Writing, Oral communication, Working with others, Problem solving, Decision making, Critical thinking, Significant use of memory, Finding information, Computer use, Continuous learning

**Employer:** Deafblind Ontario Services

**Job Number:** 6440372

**Title:** Developmental service worker (Casual and regular part time) ([NOC: 4212](#))

**Terms of Employment:** Casual, Part Time, On Call, Shift, Weekend, Day, Night, Evening

**Salary:** \$16.97 Hourly for 33 hours per week, As per collective agreement

**Anticipated Start Date:** As soon as possible

**Location:** Sudbury and Area, Ontario (10 vacancies )

**Skill Requirements:**

**Education:** Some college/CEGEP/vocational or technical training

**Credentials (certificates, licences, memberships, courses, etc.):** First Aid Certificate

**Experience:** Experience an asset

**Languages:** Speak English, Read English, Write English

**Work Setting:** Group home, Community or neighbourhood centre

**Target Groups or Clients:** Persons with intellectual disabilities

**Specific Skills:** Implement behaviour management programs, Provide personal services support to persons with special needs

**Additional Skills:** Housekeeping activities, Food preparation

**Security and Safety:** Criminal record check

**Transportation/Travel Information:** Valid driver's licence

**Essential Skills:** Reading text, Document use, Writing, Oral communication, Working with others, Problem solving, Decision making, Critical thinking

**Other Information:** Hours of work may vary. Casual employees usually obtain btwn 5-35 hours per week if so desired.

**Employer:** Community Living Greater Sudbury

**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:**

## Key Research Findings

303 York Street, suite 241  
Sudbury, Ontario  
P3E 2A5

**By Fax:** (705) 671-1238

**By E-mail:** clgsdl@eastlink.ca

**Advertised until:** 2012/06/13

**Job Number:** 6455865

**Title:** Developmental service worker (in Greely Ontario, Night Shift Position) ([NOC: 4212](#))

**Terms of Employment:** Temporary, Part Time, Night

**Salary:** \$15.00 to \$17.00 Hourly for 34 hours per week

**Anticipated Start Date:** As soon as possible

**Location:** Ottawa Centre, Ontario (1 vacancy)

**Skill Requirements:**

**Education:** Completion of high school, 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, Community Support Worker (CSW) Diploma, Human Services Diploma, Cardiopulmonary Resuscitation (CPR) Certificate, First Aid Certificate

**Experience:** 1 year to less than 2 years

**Languages:** Speak English, Read English, Write English

**Work Setting:** Group home

**Target Groups or Clients:** Male, Female, Adolescents, Culturally diverse groups, Persons who are deaf/hard of hearing, Persons with intellectual disabilities, Persons with mental health disabilities, Persons with learning disabilities

**Type of Community or Social Service:** Child welfare, Programs dealing with Autism Spectrum Disorder

**Specific Skills:** Resolve conflict situations, Implement behaviour management programs, Provide personal services support to persons with special needs

**Additional Skills:** Supervise staff, trainees or volunteers, Sign language, Housekeeping activities, Food preparation

**Security and Safety:** Criminal record check, Child abuse registry check, Child welfare check, Driving record check (abstract), Medical exam

**Work Conditions and Physical Capabilities:** Work under pressure, Physically demanding

**Transportation/Travel Information:** Public transportation is not available

**Work Location Information:** Work in employer's/client's home

## Key Research Findings

**Ability to Supervise:** 3-4 people

**Essential Skills:** Reading text, Document use, Writing, Oral communication, Problem solving, Decision making, Critical thinking, Significant use of memory, Computer use

**Other Information:** Overnight AWAKE working with youth with developmental and physical disabilities. This is a group home in Greely Ontario Shifts include Fri 10-8am, Sat/Sun 8pm-8am. This is a mat leave until Sept 2013

**Employer:** Partners in Parenting/ACEworks

**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:** [hiring@partnersinparenting.ca](mailto:hiring@partnersinparenting.ca)

**Web Site:** <http://www.PartnersinParenting.ca>

**Advertised until:** 2012/05/30