

# 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

## Social Service Worker (50721)

### Student Demand<sup>1</sup>

• **WEAK**

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:

### Diploma

- Fleming has a lower mean growth rate of **-2%** compared to the system rate of **6%**
- Confederation has the highest growth rate of **28%**

### Diploma

Program: 50721 - SOCIAL SERVICE WORKER														
	% Change (07-08)			% Change (08-09)			% Change (09-10)			% Change (10-11)			% Mean Growth Rate (07-11)	5 Year Average Reg. Students
	2007	2008		2008	2009		2009	2010		2010	2011			
ALGONQUIN	93	124	33	124	137	10	137	148	8	148	147	-1	13	130
CAMBRIAN	76	73	-4	73	91	25	91	83	-9	83	80	-4	2	81
CANADORE	79	91	15	91	73	-20	73	63	-14	63	65	3	-4	74
CENTENNIAL	113	120	6	120	118	-2	118	92	-22	92	105	14	-1	110
COLLÈGE BORÉAL	37	38	3	38	43	13	43	57	33	57	44	-23	6	44
CONESTOGA	41	38	-7	38	40	5	40	42	5	42	50	19	5	42
CONFEDERATION	53	107	102	107	54	-50	54	109	102	109	64	-41	28	77
DURHAM								82		82	92	12	12	87
FANSHAWE	154	148	-4	148	137	-7	137	177	29	177	147	-17	0	153
FLEMING	135	129	-4	129	132	2	132	125	-5	125	123	-2	-2	129
GEORGE BROWN	210	221	5	221	213	-4	213	230	8	230	189	-18	-2	213
GEORGIAN	62	82	32	82	109	33	109	95	-13	95	111	17	17	92
HUMBER	113	118	4	118	119	1	119	116	-3	116	148	28	8	123
LA CITÉ COLLÉGIAL	74	78	5	78	87	12	87	99	14	99	99	0	8	87
LAMBTON	46	48	4	48	45	-6	45	44	-2	44	84	91	22	53
LOYALIST	76				92		92	81	-12	81	93	15	1	86
MOHAWK	121	121	0	121	133	10	133	119	-11	119	117	-2	-1	122
NIAGARA	49	53	8	53	49	-8	49	80	63	80	59	-26	9	58
NORTHERN	67	61	-9	61	107	75	107	89	-17	89	98	10	15	84
SAULT	45	39	-13	39	89	128	89	77	-13	77	58	-25	19	62
SENECA	186	229	23	229	354	55	354	401	13	401	423	5	24	319
SHERIDAN	260	246	-5	246	339	38	339	376	11	376	276	-27	4	299
ST. LAWRENCE	124	129	4	129	117	-9	117	125	7	125	125	0	0	124
Total	2214	2293	4	2293	2678	17	2678	2910	9	2910	2797	-4	6	2578

<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

Program: 50258 - ONTARIO BAND SOCIAL SERVICES ADMINISTRATOR														
	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
NORTHERN	3	3	0	3	5	67	5	5	0	5	3	-40	7	4
Total	3	3	0	3	5	67	5	5	0	5	3	-40	7	4

## Labour Market

• **STRONG**

### Employment Ontario<sup>2</sup>

#### 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."
  - "Progression to professional occupations in social services, such as family and marriage counsellors, social workers, and probation and parole officers, is possible with additional training and/or experience."
- 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. Demand will be particularly good for gerontology social workers who provide services for the elderly as well as those experienced in mental health and substance abuse."
  - "Most employment opportunities for this occupation are found in the service sector, primarily in noninstitutional health services such as community mental health and addiction clinics. A significant number of jobs are also affiliated with government agencies in areas such as income maintenance, social services and corrections. Some job opportunities can also be found in the private sector. Employment growth is sensitive to need and will change depending on government funding. Job prospects will be best for individuals with post-secondary education and previous work experience with social services for the elderly and treatment for substance abuse."

<sup>2</sup>"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](http://www.tcu.gov.on.ca/eng/labourmarket/ojf/pdf/4212_e.pdf)>.

# Key Research Findings

## HRSDC<sup>3</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>4</sup>

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

- Employment Growth (2010/2020):**Increase28%**
  - **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.”

## Sector Council Report<sup>5</sup>

- "93% of those in the social worker occupational category are employed either in the health and social services or government industries, with 74% in the former and 19% in the latter. Relatively few social workers are employed in private practice offices, but the number almost doubled between 1991 and 1996."

<sup>3</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>4</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.

<sup>5</sup>"In Critical Demand: Social Work in Canada Volume 1- Final Report ." *Canadian Association of Social Workers*.N.p., 2000. Web. 20 June 2012. <<http://casw-acts.ca/en/critical-demand-social-work-canada-volume-1-final-report-2000>>.

# Key Research Findings

## Employment Profile<sup>6</sup>

In 2010-2011, **24.6%** of graduates were employed in a full time position which related to this program of study provincially

### Social Services

<b>Total Graduates:</b>	3,096	<b>Total Graduates in Survey:</b>	2,211	<b>Response Rate:</b>	71.5%
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<sup>6</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 Social Services

Programs	Duration	Total Grads	Total in Survey	Total in Labour Force	Colleges
Activation Co-ordinator/ Gerontology	2 Years	45	34	32	George Brown
Activation Techniques In Gerontology	Post Diploma	35	29	26	Fanshawe, Georgian
Addictions: Treatment And Prevention	Post Diploma	52	38	35	Durham, Georgian
American Sign Language – English Interpreter	3 Years	10	8	7	George Brown
American Sign Language And Literacy Instructor	2 Years	3	3	3	George Brown
Autism And Behavioural Science	Post Diploma	176	120	100	Fanshawe, George Brown, Lambton, Mohawk, St. Clair, St. Lawrence
Behavioural Psychology – Bachelor Of Applied Arts	4 Years	35	19	17	St. Lawrence
Behavioural Science Technology	3 Years	124	85	77	George Brown, St. Lawrence
Career And Work Counsellor	2 Years	77	61	53	George Brown
Career Development Practitioner	Post Diploma	40	35	34	Conestoga
Chemical Dependency Counselling	Post Diploma	6	5	4	St. Clair
Community Mental Health – Multidiscipline	Post Diploma	38	28	25	Mohawk
Community Worker	2 Years	90	68	45	George Brown, Sheridan
Corporate Training And Development	Post Diploma	1	1	1	Fanshawe
Expressive Arts	Post Diploma	12	6	6	Sir Sandford Fleming
Family Violence – Counsellor And Advocate	2 Years	49	32	18	George Brown
Human Services Management – Bachelor Of Applied Arts	4 Years	8	6	6	Loyalist
Instructor For The Blind And Visually Impaired	Post Diploma	21	11	8	Mohawk
Intervenor For Deaf – Blind Persons	2 Years	18	12	9	George Brown
Mental Health Worker	2 Years	103	56	37	Canadore, Confederation, Sir Sandford Fleming
Ontario Band Social Services Administrator	2 Years	2	2	2	Northern

<sup>6</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>>.

# Key Research Findings

## Social Services

### Programs in Social Services (cont.)

Programs	Duration	Total Grads	Total in Survey	Total in Labour Force	Colleges
Pre-Interpreter	1 Year	41	21	5	George Brown
Research Analyst	Post Diploma	31	23	23	Georgian
Social Service Worker	2 Years	1,986	1,440	1,070	Algonquin, Boreal, Cambrian, Canadore, Centennial, Conestoga, Confederation, Durham, Fanshawe, George Brown, Georgian, Humber, La Cité, Lambton, Loyalist, Mohawk, Niagara, Northern, Sault, Seneca, Sheridan, Sir Sandford Fleming, St. Lawrence
Social Service Worker – Gerontology	2 Years	93	68	56	Cambrian, La Cité, Seneca, Sheridan

### Summary of Survey Data

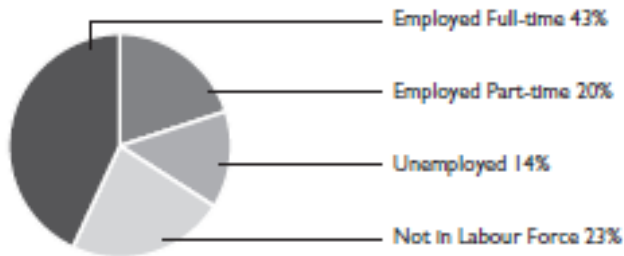
	Program Cluster	All Programs
Survey Population	2,211	50,622
Labour Force Participation	77%	74%
Employment Rate <sup>a</sup>	82%	83%
Employed Part-time <sup>a</sup>	26%	18%
Employed Full-time <sup>a</sup>	56%	65%
Average Annual Earnings – Total	\$34,143	\$33,199
Average Annual Earnings – Female	\$33,609	\$31,897
Average Annual Earnings – Male	\$36,302	\$34,607
Graduate Satisfaction	76%	79%
Employer Satisfaction	93%	93%

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

# Key Research Findings

## Social Services

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



### Top Five Industries of Employment

	#	%
Social Assistance	414	30.7%
Nursing and Residential Care Facilities	204	15.1%
Ambulatory Health Care Services	97	7.2%
Educational Services	97	7.2%
Food Services and Drinking Places	61	4.5%

### Top Five Occupational Categories

	#	%
Community and Social Service Workers	442	32.6%
Retail Salespersons and Sales Clerks	79	5.8%
Employment Counsellors	49	3.6%
Visiting Homemakers, Housekeepers and Related Occupations	46	3.4%
Early Childhood Educators and Assistants	43	3.2%



# Key Research Findings

## Social Services

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	
	#	%	#	%	#	%	#	%	#	%	#	%
Activation Co-ordinator/ Gerontology	18	52.9	2	5.9	6	17.6	3	8.8	3	8.8	2	5.9
Activation Techniques In Gerontology	14	48.3	4	13.8	8	27.6	—	—	—	—	3	10.3
Addictions: Treatment And Prevention	12	31.6	3	7.9	10	26.3	7	18.4	3	7.9	3	7.9
American Sign Language – English Interpreter	2	25.0	—	—	4	50.0	1	12.5	—	—	1	12.5
Autism And Behavioural Science	46	38.3	13	10.8	28	23.3	7	5.8	6	5.0	20	16.7
Behavioural Psychology – Bachelor Of Applied Arts	10	52.6	2	10.5	3	15.8	—	—	2	10.5	2	10.5
Behavioural Science Technology	46	54.1	10	11.8	6	7.1	8	9.4	7	8.2	8	9.4
Career And Work Counsellor	21	34.4	7	11.5	5	8.2	2	3.3	18	29.5	8	13.1
Career Development Practitioner	20	57.1	3	8.6	5	14.3	—	—	6	17.1	1	2.9
Community Mental Health – Multidiscipline	5	17.9	7	25.0	5	17.9	5	17.9	3	10.7	3	10.7
Community Worker	16	23.5	7	10.3	6	8.8	4	5.9	12	17.6	23	33.8
Expressive Arts	1	16.7	2	33.3	2	33.3	1	16.7	—	—	—	—
Family Violence – Counsellor And Advocate	3	9.4	5	15.6	3	9.4	1	3.1	6	18.8	14	43.8
Human Services Management – Bachelor Of Applied Arts	2	33.3	3	50.0	1	16.7	—	—	—	—	—	—
Instructor For The Blind And Visually Impaired	3	27.3	2	18.2	1	9.1	2	18.2	—	—	3	27.3
Intervenor For Deaf – Blind Persons	8	66.7	—	—	—	—	—	—	1	8.3	3	25.0
Mental Health Worker	13	23.2	11	19.6	5	8.9	3	5.4	5	8.9	19	33.9
Pre-Interpreter	—	—	—	—	2	9.5	1	4.8	2	9.5	16	76.2
Research Analyst	16	69.6	3	13.0	—	—	—	—	4	17.4	—	—
Social Service Worker	354	24.6	217	15.1	164	11.4	119	8.3	216	15.0	370	25.7
Social Service Worker – Gerontology	19	27.9	10	14.7	9	13.2	8	11.8	10	14.7	12	17.6
<b>All Programs In Cluster*</b>	<b>629</b>	<b>28.6</b>	<b>311</b>	<b>14.1</b>	<b>273</b>	<b>12.4</b>	<b>172</b>	<b>7.8</b>	<b>304</b>	<b>13.8</b>	<b>511</b>	<b>23.2</b>

\* Does not include 4 programs with fewer than 5 graduates in the labour force.

# Key Research Findings

## Social Services

### Earnings of Full-time Employed Participants

Program	Average – Females	Average – Males	Median – Females	Median – Males	Average for Program	Median for Program
Activation Co-ordinator/ Gerontology	\$32,962	–	\$33,489	–	\$33,302	\$33,789
Activation Techniques In Gerontology	\$35,007	–	\$37,000	–	\$35,007	\$37,000
Addictions: Treatment And Prevention	\$38,488	–	\$42,900	–	\$39,529	\$42,000
American Sign Language – English Interpreter	–	–	–	–	–	–
Autism And Behavioural Science	\$36,485	–	\$37,250	–	\$36,347	\$36,500
Behavioural Psychology – Bachelor Of Applied Arts	\$37,194	–	\$36,250	–	\$38,812	\$36,500
Behavioural Science Technology	\$37,887	\$38,992	\$40,000	\$38,000	\$38,095	\$38,250
Career And Work Counsellor	\$37,475	\$39,142	\$38,400	\$42,444	\$37,795	\$40,075
Career Development Practitioner	\$40,540	–	\$39,000	–	\$40,225	\$39,000
Community Mental Health – Multidiscipline	\$25,441	–	\$22,943	–	\$25,441	\$22,943
Community Worker	\$33,033	\$40,397	\$28,849	\$38,564	\$35,711	\$37,443
Expressive Arts	–	–	–	–	–	–
Family Violence – Counsellor And Advocate	\$36,745	–	\$38,087	–	\$36,745	\$38,087
Human Services Management – Bachelor Of Applied Arts	\$53,124	–	\$58,000	–	\$53,124	\$58,000
Instructor For The Blind And Visually Impaired	–	–	–	–	–	–
Intervenor For Deaf – Blind Persons	\$39,570	–	\$36,500	–	\$39,570	\$36,500
Mental Health Worker	\$29,362	–	\$23,471	–	\$31,546	\$32,000
Pre-Interpreter	–	–	–	–	–	–
Research Analyst	\$49,837	\$37,095	\$45,000	\$40,000	\$44,740	\$41,584
Social Service Worker	\$31,589	\$34,430	\$30,113	\$33,486	\$32,034	\$30,660
Social Service Worker – Gerontology	\$32,159	–	\$33,525	–	\$32,456	\$33,525
<b>All Programs in Cluster*</b>	<b>\$33,482</b>	<b>\$36,302</b>	<b>\$32,396</b>	<b>\$36,933</b>	<b>\$33,904</b>	<b>\$33,000</b>

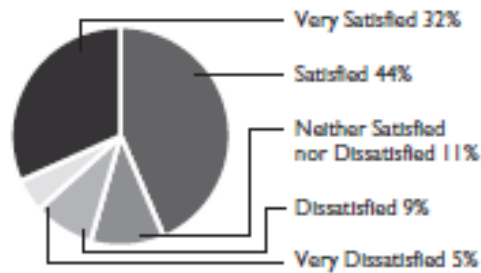
\* Does not include 4 programs with fewer than 5 graduates in the labour force.

# Key Research Findings

## Social Services

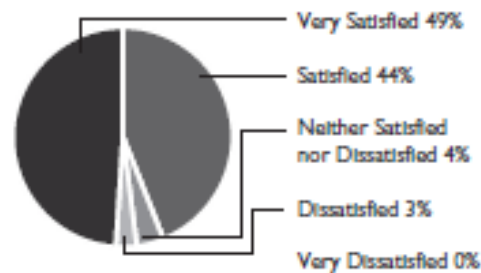
### Program Cluster Satisfaction

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



\* 2,077 graduates participated in this question.

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



\* 307 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	88.3%	86.8%	86.5%	85.9%	86.7%	87.1%	88.7%	90.6%	83.9%	82.0%
Percentage Employed Full-time	69.5%	65.8%	63.5%	61.8%	61.9%	64.4%	65.6%	67.3%	58.3%	55.7%
Percentage Employed Full-time Related Jobs	53.6%	51.6%	46.6%	42.1%	42.5%	44.1%	48.8%	49.1%	42.2%	37.4%
Average Annual Salary Full-time Related Jobs	\$30,673	\$30,820	\$30,828	\$31,535	\$32,529	\$32,288	\$34,034	\$35,439	\$36,603	\$37,202

# Key Research Findings

## Working in Canada<sup>7</sup>

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

- Ontario Rating: **Good (except for the Stratford-Bruce Peninsula Region which is Not Available)**
- **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>8</sup>

- **STRONG**

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

### Diploma

- **23** schools currently offer this program, including all of Fleming's key competitors
- Fleming's ratio(**4:1/5:1**) is slightly better than the system's ratio(**6:1**)
- Conestoga has the highest conversion ratio of **13:1**
- Northern's Program has the best conversion ratio of **3:1** for each year

<sup>7</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>8</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

## Diploma

### Program: 50721 - SOCIAL SERVICE 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	951	93	10:1	979	124	8:1	1094	137	8:1	1209	148	8:1	1281	147	9:1
CAMBRIAN	322	76	4:1	344	73	5:1	383	91	4:1	331	83	4:1	319	80	4:1
CANADORE	329	79	4:1	343	91	4:1	317	73	4:1	271	63	4:1	314	65	5:1
CENTENNIAL	937	113	8:1	1027	120	9:1	1018	118	9:1	1029	92	11:1	1073	105	10:1
COLLÈGE BORÉAL	105	37	3:1	115	38	3:1	155	43	4:1	166	57	3:1	148	44	3:1
CONESTOGA	457	41	11:1	428	38	11:1	484	40	12:1	533	42	13:1	629	50	13:1
CONFEDERATION	255	53	5:1	364	107	3:1	275	54	5:1	437	109	4:1	294	64	5:1
DURHAM	0			0			0			420	82	5:1	498	92	5:1
FANSHAWE	990	154	6:1	1044	148	7:1	1143	137	8:1	1081	177	6:1	1061	147	7:1
FLEMING	565	135	4:1	528	129	4:1	550	132	4:1	568	125	5:1	556	123	5:1
GEORGE BROWN	1409	210	7:1	1297	221	6:1	1499	213	7:1	1998	230	9:1	1758	189	9:1
GEORGIAN	243	62	4:1	383	82	5:1	465	109	4:1	449	95	5:1	442	111	4:1
HUMBER	1251	113	11:1	1216	118	10:1	1281	119	11:1	1366	116	12:1	1798	148	12:1
LA CITÉ COLLÉGIAL	274	74	4:1	248	78	3:1	284	87	3:1	331	99	3:1	345	99	3:1
LAMBTON	199	46	4:1	204	48	4:1	218	45	5:1	217	44	5:1	231	84	3:1
LOYALIST	366	76	5:1	361			343	92	4:1	375	81	5:1	332	93	4:1
MOHAWK	761	121	6:1	738	121	6:1	743	133	6:1	783	119	7:1	859	117	7:1
NIAGARA	435	49	9:1	413	53	8:1	471	49	10:1	421	80	5:1	451	59	8:1
NORTHERN	187	67	3:1	172	61	3:1	243	107	2:1	246	89	3:1	252	98	3:1
SAULT	165	45	4:1	142	39	4:1	241	89	3:1	196	77	3:1	190	58	3:1
SENECA	1382	186	7:1	1534	229	7:1	1946	354	5:1	2380	401	6:1	2453	423	6:1
SHERIDAN	1250	260	5:1	1115	246	5:1	1416	339	4:1	1583	376	4:1	1575	276	6:1
ST. LAWRENCE	503	124	4:1	537	129	4:1	580	117	5:1	603	125	5:1	625	125	5:1
<b>Total</b>	<b>13336</b>	<b>2214</b>	<b>6:1</b>	<b>13532</b>	<b>2293</b>	<b>6:1</b>	<b>15149</b>	<b>2678</b>	<b>6:1</b>	<b>16993</b>	<b>2910</b>	<b>6:1</b>	<b>17484</b>	<b>2797</b>	<b>6:1</b>

### Program: 50258 - ONTARIO BAND SOCIAL SERVICES ADMINISTRATOR

	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
NORTHERN	18	3	6:1	20	3	7:1	35	5	7:1	23	5	5:1	23	3	8:1
<b>Total</b>	<b>18</b>	<b>3</b>	<b>6:1</b>	<b>20</b>	<b>3</b>	<b>7:1</b>	<b>35</b>	<b>5</b>	<b>7:1</b>	<b>23</b>	<b>5</b>	<b>5:1</b>	<b>23</b>	<b>3</b>	<b>8:1</b>

# Key Research Findings

## Financial Analysis

• **STRONG**/ • **MODERATE**

Source: Program Costing Analysis 2010/2011

<b>Sutherland</b>	<ul style="list-style-type: none"> <li>• Contribution to Overhead: 36.3%</li> <li>• Program Weight: 1.30</li> <li>• Funding Unit: 1.50</li> </ul>
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<b>Frost</b>	<ul style="list-style-type: none"> <li>• Contribution to Overhead: 23.8%</li> <li>• Program Weight: 1.30</li> <li>• Funding Unit: 1.50</li> </ul>
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## Key Performance Indicators

• **WEAK**

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

<b>Sutherland</b>	KPI1-Graduation Rate	-5% below system
	KPI2-Working	+1% above system
	KPI3-Working Related	+2% above system
	KPI4-Grad. Satisfaction	-2% below system
	KPI8-Student Satisfaction-Learning	-4% below system
	KPI9-Student Satisfaction- Teachers	-8% below system
	KPI11-Grad. Satisfaction-Program	-2% below system

<b>Frost</b>	KPI1-Graduation Rate	-5% below system
	KPI2-Working	Even with system
	KPI3-Working Related	-1% below system
	KPI4-Grad. Satisfaction	-6% below system
	KPI8-Student Satisfaction-Learning	-8% below system
	KPI9-Student Satisfaction- Teachers	-11% below system
	KPI11-Grad. Satisfaction-Program	-11% below system

# Key Research Findings

## Additional Observations and Opportunities

- George Brown offers three continuing education courses related to the social services industry. These courses are possible opportunities for Fleming College to expand its continuing education offerings under this program. The following information consists of short descriptions and prerequisites of these three courses offered by George Brown:
  - **Canadian Social Service System<sup>9</sup>**
    - **SWRK 9011**
    - “Explore the historical evolution of the Canadian social service system and the political, economic, social and global forces affecting its transformation. Examine the current social service provision system in Canada and its underlying values within the context of a diverse population. Consider the impact of the system on overall social security.”
  - **Social Services Management Certificate<sup>10</sup>**
    - “This certificate is intended for experienced social service professionals who want to advance to a managerial role. Consider the management of a social service department or organization in relation to human resources, finances and information systems. Examine social services funding as well as policy and planning issues related to social service delivery.”
    - **Prerequisite(s):**
    - “You must have a diploma/degree in a related field (such as social service work, community work, human services counselling or child and youth work) and three to five years of related work experience in the social service sector.”
  - **Social Policy and Planning<sup>11</sup>**
    - **SWRK 9012**
    - “Learn how to develop social policy that incorporates the interests of a diverse population and the demands of globalization while considering the key issues and challenges involved. Examine a variety of different theories and models. Explore issues from the macro (systemic), mezzo (community) and micro (individual) perspectives.”

## Resource Analysis

### Equipment

### Staffing

### Space

<sup>9</sup>“Continuing Education - Canadian Social Service System.” *George Brown*. N.p., n.d. Web. 20 July 2012. <[http://coned.georgebrown.ca/owa\\_prod/cewskcrss.P\\_CrseGet?subj\\_code=SWRK&crse\\_num=9011](http://coned.georgebrown.ca/owa_prod/cewskcrss.P_CrseGet?subj_code=SWRK&crse_num=9011)>.

<sup>10</sup>“Continuing Education - Social Services Management Certificate.” *George Brown*. N.p., n.d. Web. 20 July 2012. <[http://coned.georgebrown.ca/owa\\_prod/cewskcrss.P\\_Certificate?area\\_code=PA0042&stream\\_code=PS0453&cert\\_code=CE0033](http://coned.georgebrown.ca/owa_prod/cewskcrss.P_Certificate?area_code=PA0042&stream_code=PS0453&cert_code=CE0033)>.

<sup>11</sup>“Continuing Education - Social Policy and Planning.” *George Brown*. N.p., n.d. Web. 20 July 2012. <[http://coned.georgebrown.ca/owa\\_prod/cewskcrss.P\\_CrseGet?subj\\_code=SWRK&crse\\_num=9012](http://coned.georgebrown.ca/owa_prod/cewskcrss.P_CrseGet?subj_code=SWRK&crse_num=9012)>.

# 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

[Canadian Association of Social 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)

### 22OntarioColleges currently offer this Diploma Program (including Fleming)

#### Algonquin

[Social Services Worker](#) Diploma

- Intensive 39 week option

#### Boreal

[Techniques de travail social](#) Diploma

#### Cambrian

[Social Services Worker](#) Diploma

#### Canadore

[Social Services Worker](#) Diploma

#### Centennial

[Social Services Worker](#) Diploma

#### Conestoga

[Social Services Worker](#) Diploma

#### Confederation

[Social Services Worker](#) Diploma

- Offer Accelerated option1-year, Ontario College Diploma Program (0154)
- Each year, a limited number of seats will be available to people with a university degree in Psychology, Sociology, Women's Studies, Gerontology or equivalent, or a community college graduate with a diploma from a human service program.

# Key Research Findings

## Durham

[Social Services Worker](#) Diploma  
[SSW Brock University Articulation](#)

## Fanshawe

[Social Services Worker](#) Diploma

- Fast track option available

## George Brown

[Social Services Worker](#) Diploma

- Fast track option available

[Community Worker](#) Diploma  
[Intervener for Deaf-Blind Persons](#) Diploma

## Georgian

[Social Services Worker](#) Diploma

## Humber

[Social Services Worker](#) Diploma

## La Cite

[Social Services Worker](#) Diploma  
[Social Services Worker – Gerontology](#)

## Lambton

[Social Services Worker](#) Diploma  
[Human Services](#) Certificate 1 yr.

## Loyalist

[Social Services Worker](#) Diploma

- Accelerated option available is available for those with a related university degree (Psychology, Sociology) and or a human studies diploma (Developmental Services Worker, Early Childhood Education, General Arts and Science with a social services focus, or a Justice Studies program)

## Mohawk

[Social Services Worker](#) Diploma

## Niagara

[Social Services Worker](#) Diploma

## Northern

[Social Services Worker](#) Diploma

## Sault

## Key Research Findings

[Social Services Worker](#) Diploma

[SSW – Native](#) Diploma

### Seneca

[Social Services Worker](#) Diploma

[Social Services Worker – Gerontology](#) Diploma

[SSW – Immigrants and Refugees](#) Diploma

### Sheridan

[Social Services Worker](#) Diploma

[SSW – Gerontology](#) Diploma

[Community Worker Outreach and Development](#) Diploma

### St. Lawrence

[Social Services Worker](#) Diploma

- Fast track option available

APS#	MTCU Code	Approved Program Title	Program Weight	Funding Unit	Degree Factor	Institution
1137	50703	Aboriginal Community Advocacy	1.40	1.60	2.00	CONFEDERATION
1013	50703	Community Worker	1.40	1.60	2.00	GEORGE BROWN
1158	50703	Community Worker - Outreach And Development	1.40	1.60	2.00	SHERIDAN
1076	51641	Developmental Services Worker	1.40	1.60	2.00	ALGONQUIN
1032	51641	Developmental Services Worker	1.40	1.60	2.00	CAMBRIAN
1067	51641	Developmental Services Worker	1.40	1.60	2.00	CENTENNIAL
1034	51641	Developmental Services Worker	1.40	1.60	2.00	CONFEDERATION
1189	51641	Developmental Services Worker	1.40	1.60	2.00	DURHAM
1063	51641	Developmental Services Worker	1.40	1.60	2.00	FANSHAWE
1037	51641	Developmental Services Worker	1.40	1.60	2.00	GEORIAN
1067	51641	Developmental Services Worker	1.40	1.60	2.00	HUMBER
1032	51641	Developmental Services Worker	1.40	1.60	2.00	LOYALIST
1087	51641	Developmental Services Worker	1.40	1.60	2.00	NORTHERN
1043	51641	Developmental Services Worker	1.40	1.60	2.00	ST LAWRENCE
1253	51641	Developmental Services Worker	1.40	1.60	2.00	FLEMING

## Key Research Findings

1037	51641	Developmental Services Worker	1.40	1.60	2.00	ST CLAIR
1090	50721	Social Service Worker	1.30	1.50	2.00	ALGONQUIN
1070	50721	Social Service Worker	1.30	1.50	2.00	BOREAL
1043	50721	Social Service Worker	1.30	1.50	2.00	CAMBRIAN
1084	50721	Social Service Worker	1.30	1.50	2.00	CANADORE
1082	50721	Social Service Worker	1.30	1.50	2.00	CENTENNIAL
1043	50721	Social Service Worker	1.30	1.50	2.00	CONFEDERATION
1043	50721	Social Service Worker	1.30	1.50	2.00	CONESTOGA
1086	50721	Social Service Worker	1.30	1.50	2.00	DURHAM
1083	50721	Social Service Worker	1.30	1.50	2.00	FANSHAWE
1189	50721	Social Service Worker	1.30	1.50	2.00	GEORGIAN
1232	50721	Social Service Worker	1.30	1.50	2.00	GEORGE BROWN
1101	50721	Social Service Worker	1.30	1.50	2.00	HUMBER
1071	50721	Social Service Worker	1.30	1.50	2.00	LA CITE
1039	50721	Social Service Worker	1.30	1.50	2.00	LAMBTON
1004	50721	Social Service Worker	1.30	1.50	2.00	LOYALIST
1053	50721	Social Service Worker	1.30	1.50	2.00	MOHAWK
1053	50721	Social Service Worker	1.30	1.50	2.00	NIAGARA
1086	50721	Social Service Worker	1.30	1.50	2.00	NORTHERN
1151	50721	Social Service Worker	1.30	1.50	2.00	SAULT
1084	50721	Social Service Worker	1.30	1.50	2.00	SENECA
1067	50721	Social Service Worker	1.30	1.50	2.00	SHERIDAN
1136	50721	Social Service Worker	1.30	1.50	2.00	ST LAWRENCE
1043	50721	Social Service Worker	1.30	1.50	2.00	FLEMING
1214	50728	Social Service Worker - Gerontology	1.30	1.50	2.00	SENECA
1193	50728	Social Service Worker - Gerontology	1.30	1.50	2.00	SHERIDAN
1259	50721	Social Service Worker - Immigration And Refugees	1.30	1.50	2.00	SENECA
1088	50721	Social Service Worker - Native	1.30	1.50	2.00	CANADORE

## Key Research Findings

1163	50721	Social Service Worker - Native	1.30	1.50	2.00	SAULT
1205	50728	Social Services Worker - Gerontology	1.30	1.50	2.00	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](http://jobbank.gc.ca)

**Job Number:** 6438251

**Title:** Community and social services worker (Fundraising Coordinator) ([NOC: 4212](#))

**Terms of Employment:** Temporary, Full Time, Day

**Salary:** \$13.50 Hourly for 35 hours per week, Mileage Paid

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

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

**Skill Requirements:**

**Education:** 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, Human Services Diploma, Applied Suicide Intervention Skills Training (ASIST), Non-violent Crisis Intervention (NVC) Certificate

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

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

**Work Setting:** Social service agency

**Target Groups or Clients:** Male, Female, Adolescents, Families, Young offenders, Street population, Persons with intellectual disabilities, Persons with mental health disabilities, Persons with learning disabilities

**Type of Community or Social Service:** Corrections, Crime prevention

**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, Conduct follow-up assessments, Develop, coordinate and implement the delivery of specific services within the community, Resolve conflict situations, Implement behaviour management programs, Liaise with other social services agencies and health care providers involved with clients, Develop service intervention logic models and outcome measures, Maintain program statistics for purposes of evaluation and research

**Additional Skills:** Administrative and office activities, Research techniques

**Security and Safety:** Bondable, Criminal record check, Child abuse registry check



# Key Research Findings

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

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

**Essential Skills:** Reading text, Document use, 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

**Employer:** Trent Community Correctional Committee, 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:**

2 Wooler Road  
Trenton, Ontario  
K8V 4J4

**In Person between 9:00 and 12:00:**

2 Wooler Road  
Trenton, Ontario  
K8V 4J4

**By Fax:** (613) 394-7064

**By E-mail:** tccc@bellnet.ca

**Advertised until:** 2012/06/04

**Job Number:** 6429041

**Title:** Community and social services worker (Service Coordinator) ([NOC: 4212](#))

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

**Salary:** \$25.82 Hourly for 14 hours per week

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

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

**Skill Requirements:**

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

**Credentials (certificates, licences, memberships, courses, etc.):** Social Service Worker (SSW) Diploma, Community Support Worker (CSW) Diploma, Applied Suicide Intervention Skills Training (ASIST), Non-violent Crisis Intervention (NVCI) Certificate, First Aid Certificate, Not required

**Experience:** 2 years to less than 3 years

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

**Specific Skills:** Obtain information and prepare reports or case histories, Appraise clients' needs or eligibility for specific services, Develop, coordinate and implement the delivery of specific services within the community, Provide suicide and crisis intervention, Liaise with other social services agencies and health care providers involved with clients

# Key Research Findings

**Additional Skills:** Administrative and office activities

**Transportation/Travel Information:** Willing to travel, Valid driver's licence, Travel expenses paid by employer

**Work Location Information:** Urban area, Various locations

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

**Other Information:** Please quote reference number SCPTA.

**Employer:** Responsible Gambling Council

**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:** mail@rgco.org

**Web Site:** <http://www.responsiblegambling.org>

**Advertised until:** 2012/05/25

**Job Number:** 6448560

**Title:** Social services worker (PI/FSR Facilitator) ([NOC: 4212](#))

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

**Salary:** \$16.52 Hourly for 37.5 hours per week

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

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

**Skill Requirements:**

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

**Credentials (certificates, licences, memberships, courses, etc.):** Social Service Worker (SSW) Diploma, Human Services Diploma

**Experience:** 2 years to less than 3 years

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

**Work Setting:** Community or neighbourhood centre

**Target Groups or Clients:** Male, Female, Families, Culturally diverse groups

**Specific Skills:** 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, Provide suicide and crisis intervention, Resolve conflict situations, Conduct individual and group counselling sessions, Liaise with other social services agencies and health care providers involved with clients, Maintain program statistics for purposes of evaluation and research

**Additional Skills:** Administrative and office activities

**Security and Safety:** Enhanced reliability security clearance

# Key Research Findings

**Transportation/Travel Information:** Own transportation

**Ability to Supervise:** Committees

**Essential Skills:** Reading text, Document use, 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:** Responsible for providing client focused, brief intervention/support to individuals experiencing challenging situations. Responsible for the coordination & delivery of deployment support services.

**Employer:** Borden Family Resource 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:**

28 Arnhem Road, suite E-123  
Borden, Ontario  
L0M 1C0

**In Person between 8:00 and 16:30:**

28 Arnhem Road, suite E-123  
Borden, Ontario  
L0M 1C0

**By Fax:** (705) 423-3432

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

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

**Job Number:** 6428942

**Title:** Registered social service worker (for Long-Term Care Home) ([NOC: 4212](#))

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

**Salary:** \$25.00 to \$27.00 Hourly for 15 hours per week

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

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

**Skill Requirements:**

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

**Credentials (certificates, licences, memberships, courses, etc.):** Social Service Worker (SSW) Diploma, Social Service Worker - Gerontology Diploma

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

**Languages:** Speak English

**Target Groups or Clients:** Seniors, Persons with mental health disabilities

**Type of Community or Social Service:** Palliative care

## Key Research Findings

**Specific Skills:** Appraise clients' needs or eligibility for specific services, Conduct follow-up assessments, Resolve conflict situations, Conduct individual and group counselling sessions, Provide personal services support to persons with special needs, Liaise with other social services agencies and health care providers involved with clients

**Additional Skills:** Administrative and office activities, Research techniques

**Security and Safety:** Criminal record check

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

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

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

**Ability to Supervise:** Committees

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

**Employer:** Strathmere 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 Fax:** (519) 245-5711

**By E-mail:** mwelch@middlesex.ca

**Web Site:** <http://www.middlesex.ca/departments/long-term-care>

**Advertised until:** 2012/05/25

**Job Number:** 6419860

**Title:** Social services worker (Residential Counsellor) ([NOC: 4212](#))

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

**Salary:** \$18.01 Hourly for 16 hours per week, As per collective agreement

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

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

**Skill Requirements:**

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

**Credentials (certificates, licences, memberships, courses, etc.):** Social Service Worker (SSW) Diploma

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

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

**Work Setting:** Women's shelter, Social service agency

**Target Groups or Clients:** Female, Children, Adolescents

## Key Research Findings

**Specific Skills:** Obtain information and prepare reports or case histories, Appraise clients' needs or eligibility for specific services, Provide suicide and crisis intervention, Resolve conflict situations, Liaise with other social services agencies and health care providers involved with clients

**Security and Safety:** Criminal record check

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

**Essential Skills:** Document use, Oral communication, Working with others, Problem solving, Decision making, Critical thinking, Job task planning and organizing, Computer use

**Other Information:** Knowledge of Family Violence issues. Able to work in crisis situations. Bilingual a must. French language testing administered. Provide informal counselling. Advocate on behalf of client.

**Employer:** Maison Baldwin House

**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:**

40 Fourth St. W.  
Cornwall, Ontario  
K6J 2R6

**By E-mail:** mbh@baldwinhouse.ca

**Advertised until:** 2012/05/24