



WORLD SKILLS
EMPLOYMENT CENTRE D'EMPLOI
COMPÉTENCES MONDIALES

CONNECTING IMMIGRANTS TO EMPLOYMENT



ANNUAL
REPORT

2018
2019

Letter from the President and the Executive Director

“The greatest thing in this world is not so much where we stand as in what direction we are moving.” – Johann Wolfgang von Goethe

2019 was a year of transformation and growth for World Skills. Our proactive approach, and our ability to be innovative in responding to the economic integration of newcomers in Ottawa enabled us to create new programs, develop new partnerships and tap into new funding sources.

The past year was remarkable in many ways. We successfully negotiated a longer funding agreement with our major funder, IRCC, and we secured new funding from the Social Research and Demonstration Corporation for a cutting edge research project, ‘Empowering Newcomer Women to Succeed in the Canadian Labour Market’. Part of a nation-wide initiative called Career Pathways for Visible Minority Women, the latter is providing us with the opportunity to test specialized interventions with 800 project participants. We are thrilled to be testing two models here in Ottawa.

Another new initiative, launching in April 2020, is the Entrepreneurial Newcomer Refugees and Immigrant Collaboration Hub (ENRICH) program, which will be co-led by World Skills and OCISO along with other community partners. This program is funded by IRCC and will be an entrepreneurship hub for newcomers.

We will soon celebrate the 10th year of our corporate mentorship partnership with TD. This program has successfully matched over 200 newcomers with 100 mentors from TD Canada, resulting in an estimated 70% employment success rate. The foundational model of mentorship is now being replicated with other reputable organizations such as Accenture Consulting, Chartered Professional Accountants Ontario (CPA), Royal Bank of Canada (RBC) and Desjardins. We hope to expand this support in the upcoming year and match a higher number of clients with mentors who can help them navigate the job market.

Our partnership with the Ottawa Community Loan Fund (OCLF) has provided a great resource for our clients: the Foreign Credential Recognition Program (FCRP) assists clients in their credential assessment, licencing, employment counselling and helps them with financial resources for their professional development. Over 600 clients from accounting and finance backgrounds have been directed to this program.

Letter from the President and the Executive Director (cont'd)

Our variety of responsive programs has made World Skills a beacon of hope for newcomers seeking employment. To maintain our high quality of service, we have expanded our team and established a new office at the Rideau Community Hub on St. Laurent Boulevard. This location was chosen because of its large newcomer population which will allow us to expand our reach and serve a wider client community.

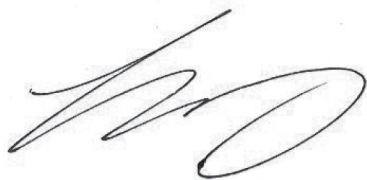
Our staff successfully served more than 3,100 clients this year of which nearly 750 secured employment. Going forward, we anticipate accelerated growth with our clients, partners and employers. This will be supported by the expansion of our online presence and digital outreach to create more public awareness about our services.

With eyes on the evolving labour market, our recent governance structure review will see the expansion of our board membership to include two new members: Kenny Leon and Doina Tibu, who offer collective knowledge of the business sector in Ottawa, and keen communications, fundraising and institutional capacity building expertise. Welcome to the Board!

We would like to take this opportunity to thank our board members, staff, volunteers and clients for their guidance, support, dedication and trust.

We also gratefully acknowledge our partners and funders for their faith in our mission. Our work would not be possible without you.

As we begin this new decade, our hope is to remain on the trajectory of growth and transformation.



Leslie Emory
President of the Board



Mengistab Tsegaye
Executive Director

Lettre du

Président et du Directeur Général

“La plus grande chose dans ce monde n’est pas tant où nous en sommes, mais dans quelle direction nous allons.” – Johann Wolfgang von Goethe

2019 a été une année de transformation et de croissance à Compétences Mondiales. Notre approche proactive et notre capacité d’innovation pour répondre à l’intégration économique de nouveaux arrivants à Ottawa nous ont permis de créer de nouveaux programmes et de trouver de nouvelles sources de financement.

L’année passée a été remarquable à plusieurs égards. Nous avons négocié avec succès un accord de financement plus long avec notre principal bailleur de fonds, IRCC, et nous avons obtenu un nouveau financement de la Société de Recherche Sociale Appliquée pour un projet de recherche de pointe, ‘Autonomisation des Femmes Nouvelles Arrivantes à Réussir dans le Marché de Travail Canadien’. Volet d’une initiative nationale appelée Cheminements de Carrière pour les Femmes de la Minorité Visible, ce dernier nous offre l’occasion de tester des interventions spécialisées auprès de 800 participantes du projet. Nous sommes ravis de tester deux modèles ici à Ottawa.

Une autre nouvelle initiative, lancée en Avril 2020, est le programme Centre de Collaboration des Nouveaux Arrivants Réfugiés et Immigrants Entrepreneurs (CCNARIE), co-dirigé par Compétences Mondiales et OCISO, de concert avec d’autres partenaires communautaires. Ce projet est financé par IRCC et sera un carrefour de l’entrepreneuriat pour des nouveaux arrivants.

Nous célébrerons bientôt la 10ème année de notre partenariat de mentorat corporatif avec TD. Ce programme a jumelé avec succès plus de 200 nouveaux arrivants avec 100 mentors de TD Canada, résultant en un taux de succès à l’emploi estimé à 70%. Le modèle fondamental de mentorat a été repris avec d’autres organisations de renom comme Accenture Conseil, Comptables Agréés de l’Ontario (CAO), Banque Royale du Canada (RBC) et Desjardins. Nous comptons étendre ce soutien au cours de la prochaine année et jumeler un plus grand nombre de clients avec des mentors qui peuvent les aider à se retrouver dans le marché d’emploi.

Notre partenariat avec le Fond d’Emprunt Communautaire d’Ottawa (FECO) a donné une grande ressource à nos clients : le Programme de Reconnaissance des Titres de Compétences Étrangers (PRTCE) assiste les clients dans l’évaluation de leurs titres de compétences, l’accréditation, le counseling pour l’emploi et les aide avec des ressources financières pour leur développement professionnel. Plus de 600 clients des

Lettre du Président et du Directeur Général (suite)

secteurs de la comptabilité et des finances ont été dirigés vers ce programme.

Notre gamme des programmes adaptés a fait de Compétences Mondiales une lueur d'espoir pour les nouveaux arrivants à la recherche de l'emploi. Pour maintenir la haute qualité de notre service, nous avons élargi notre équipe et ouvert un nouveau bureau au Carrefour Communautaire Rideau sur le Boulevard Saint Laurent. Ce lieu a été choisi en raison de sa grande concentration des nouveaux arrivants qui nous permettra d'étendre notre champ d'action et de servir une communauté plus large des clients.

Notre personnel a servi avec succès plus de 3.100 clients cette année dont près de 750 ont obtenu un emploi. Dans notre avancée, nous prévoyons une croissance accélérée de nos clients, des partenaires et des employeurs. Ceci sera soutenu par l'expansion de notre présence en ligne et la sensibilisation numérique afin de créer une plus grande attention du public à nos services.

Considérant l'évolution du marché de travail, notre récente revue de la structure de gouvernance verra l'élargissement des membres du conseil d'administration à deux nouveaux membres : Kenny Leon et Doina Tibu, qui apportent en commun la connaissance du secteur des affaires à Ottawa et une vive expertise en communication, en levée de fonds et en renforcement des capacités institutionnelles. Bienvenue au conseil d'administration !

Nous voudrions saisir cette occasion pour remercier nos membres du conseil d'administration, le personnel, les bénévoles et les clients pour leurs conseils, soutien, dévouement et confiance.

Nous remercions aussi sincèrement nos partenaires et nos bailleurs de fonds pour leur foi en notre mission. Notre travail ne serait pas possible sans vous.

En entrant dans cette nouvelle décennie, notre espoir est de garder la trajectoire de croissance et de transformation.



Leslie Emory
President of the Board



Mengistab Tsegaye
Executive Director

World Skills' Mission

**To support the integration of newcomers into the
Canadian labour market through:**

**Partnership
Pre-employment Services
Employer Engagement**

World Skills' Vision

**An inclusive Canada that values the skills and
talents of new Canadians**





WORLD SKILLS
EMPLOYMENT CENTRE D'EMPLOI
COMPÉTENCES MONDIALES

Connecting Immigrants to Employment

OUR CORE VALUES



PARTNERSHIP

Our history is based on partnership and continues to frame our work and identity.



EMPOWERMENT

We go beyond helping clients; we embrace capacity-building and continuous learning.



SERVICE EXCELLENCE

We are committed to providing a high standard of service to our clients, employers, funders and community partners.



RESPECT FOR DIVERSITY

We value the unique backgrounds, viewpoints, skills and talents of our clients, volunteers, staff and stakeholders.



ACCOUNTABILITY AND INTEGRITY

We believe everyone must take ownership of their actions and responsibilities.

Partnership

Targeted Recruitment Events

For over a decade, World Skills has been successfully organizing Targeted Recruitment Events (TRE) to meet the diverse hiring needs of Ottawa-based employers. A natural corollary to our pre-employment services, 'TREs' exemplify World Skills' mission: to "connect immigrants to employment."

Targeted Recruitment Events can either be single employer or multi-employer, sector specific events where newcomers are, most often meeting an employer for the first time. These events are organized at least once a month and cater to a diverse set of clients with varied language levels, skills, qualifications and experience.

TREs fulfill many objectives - from meeting the need for specialized talent, to generating a candidate pipeline - they allow employers to showcase their workplace and their brand; and because World Skills is responsible for organizing these events, and pre-screening candidates ahead of time, it is a cost-effective way for employers to access a ready, high quality pool of candidates.

TREs at a Glance - 2019	
Number of Events	21
Number of Participating Employers	63
Number of Participating Clients	336

From the clients' perspective, TREs provide an opportunity to practice 'elevator pitches', and to gain feedback on resume writing and interview skills, and guidance on field-focused job-search. For many, TRE's lead directly to employment.

World Skills is proud of the active and growing participation of employers, and is gratified by their expression of appreciation on finding top quality candidates who align so well with their hiring needs:

"World Skills provides a wonderful experience for employers to meet with qualified, capable candidates and help to bridge gaps between employers and newcomers. It's a wonderful service that more employers should take advantage of!" (TRE Employer)





Respect for Diversity

Newcomers and Employers on the Same Turf: The Kick Start Soccer Challenge

Recreational sport can bring diverse people together and create a sense of community and camaraderie. Many Canadians meet new friends as well as make employment connections through sport. However, for newcomers to Canada, those opportunities are hard to come by – especially for women.

To address this gap, World Skills partnered with the Appeals Branch Employment Equity Diversity and Inclusion (EEDI) Committee and the Appeals Branch Charitable Campaign team at the Canada Revenue Agency (CRA) to bring together women-newcomers and public officials through a soccer game. The CRA is one of the top employers in Canada on account of its diversity and an inclusive and equitable work environment.

“It was amazing to take part in this event with this group of incredible women who have so much to offer. It felt so inspiring to have everyone come together, build camaraderie and learn from each other. Thank you World Skills for hosting such an innovative event, kick starting a new level of connection between CRA employees, community partners and newcomers.”

Mo Tait (Director, BITD)

“The Canada Revenue Agency is proud to be a welcoming and diverse agency with incredible employees who are passionate about the work they do. We are particularly proud of their efforts to give back to their community. This event was a rich experience for all of us and we hope we have the opportunity to partner again in the future.”

Cathy Hawara (Assistant Commissioner, Appeals Branch, CRA)

“It was great to see everyone playing together as teams fully engaged in a friendly competition. My most memorable moments included seeing players smiling even when a goal was scored against them, and then post-game, seeing teams gather together in groups to chat.”

Dan Dubeau (Project Officer, EEDI committee leader)

We would also like to acknowledge the support by the Ottawa Sports and Entertainment Group, the Ottawa Fury FC and several immigrant serving agencies. Over 60 players participated in the event.

The hustle, encouragement and team spirit forged new networks and proved to be a great way to help newcomer women feel at home and an important part of the Canadian society. It also established a great precedent for ways to build professional connections in the future.

We Served

3,138
Newcomers



That's **12** new
clients every day!*



Bachelor
40%

Master
39%

Diploma
9%

High School
5%

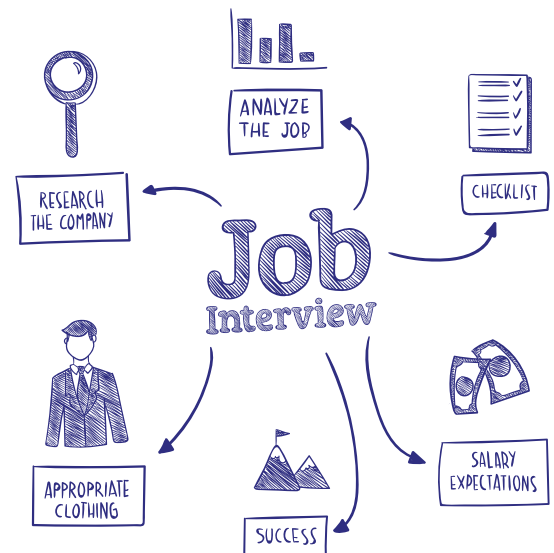
PhD
4%

Other
3%

We Provided



4,560
Employment counselling and
coaching sessions



2,153
Clients benefited from

269
workshops, events,
training sessions

Our Volunteers

5,043

Volunteer hours donated by

154

Professional coaches
and volunteers



Interview Roulette

20 roulettes

287 clients



Résumé Clinic

47 clinics

260 clients

Our Success

739

Clients found
employment

364

Employers engaged for
hiring newcomer talent



Zeina Gabriel's Story

Empowerment

I arrived in Ottawa on the 17th of October in 2017, an immigrant like many others, with two suitcases, a smile on my face and a hope for a better future. It is a day that will be forever etched in my mind.

A friend welcomed me into her home and helped me tremendously in orienting myself and suggesting organizations that I needed to visit. World Skills was the first organization on the list and my journey with them started two days after I landed. I benefited greatly from World Skills' services; every person I met guided me toward a relevant area in job search.

Among all the workshops I attended at World Skills, OJMN was by far the best, and indeed it was the best in my life. Over several days, we benefitted from the keen insights of the speakers, and were intrigued by fascinating questions and concepts. Perhaps, the most challenging, and yet empowering, even life-changing exercise for me, was having to ask strangers for their business cards, on that cold November afternoon. The employer events were also very interesting as they helped us expand our network and meet new people from different backgrounds.

My employment counselor helped me to update my resume and prepare for interviews. She referred me to the Federal Internship for Newcomers (FIN) program, a competitive opportunity for newcomers which provides a chance to land a placement with the Canadian Government for 90 working days.

I was already acquainted with the FIN program as I had attended a one-day training "Prepare for Canada" a month prior to landing. So when my counsellor introduced me to the program, I was excited by the idea of working for the Government.

My dream came true on February 4, 2019 when I started my placement at Shared Services Canada, an initiative by the government to provide information technology services to other agencies in the public sector. I am very happy to be working for Shared Services Canada.

From the moment I arrived in Canada two years ago, World Skills has, and continues to play a very important part in my life. Those who helped me are now closest friends. In fact, I even consider them my family, and I am very grateful for all their support.



Zeina Gabriel
Program Support Officer
Shared Services Canada

Our Partnership with CPA Ontario

Service Excellence

The process of labour market integration for immigrants in regulated professions can be lengthy, costly and intimidating. World Skills continues its work with regulated professions to ensure that information is readily available to support newcomers in their transition to the Canadian labour market, and that financial support from initiatives such as the Foreign Credential Recognition Program (FCRP) is accessible.

The partnership between CPA Ontario and World Skills Employment Centre features shared quarterly events which offer information sessions about the CPA program, testimonials and experiences from individuals who have pursued their licensure, and networking opportunities with employers. We are proud of our 2019 stats.

Several clients secured employment and others are on their path towards licensure.

# of Internationally Trained Professionals who accessed our Information Sessions	75
# of Individuals who participated in networking events with employers	286
# of Employers from across Ontario who participated	60

“In addition to CPA Ontario being physically present at our events, providing valuable information to newcomers, they also host webinars to pre-arrivals, through our Settlement Online Pre-Arrival Services” explains World Skills Director of Employer Engagement, Magdalene Cooman. “When information is provided in a timely manner, it allows new immigrants to make decisions and move forward with their chosen career path.”

Carmen Jacques, Student Recruitment Manager for CPA Ontario goes on to describe: “one of our key objectives is to ensure that internationally trained accountants and all aspiring accountants, understand the pathway and benefits to becoming a CPA in Ontario. Working with community partners like World Skills Employment Centre, supports us in ensuring the CPA designation is accessible to all who are interested and qualified, while also maintaining credibility because of our responsibility to protect the public interest.”

About the FRCPP Program

The FCRP program is designed to provide newcomers with a comprehensive experience as they navigate the Canadian credential assessment, licensing or other landmarks of the pre-employment landscape, while benefiting from credential assessment plans, licensing guidance, career and employment counselling, mentorship and microloans up to \$15,000 to support professional development activities. This year, around 60 clients enrolled in the program and found employment in their own, related or alternative fields of choice.

What do our Clients say?

“I attended the CPA Ontario information session and Targeted Recruitment Event in January 2019. These events were very helpful to me. I would like to recommend them to anyone who is looking for a job and new to Canada. It will be a great opportunity for you. I think getting a CPA designation is very important to people who are in the accounting field. I am now in the process of the journey and have two years to go. I found my job at Mindful as an Accountant through Recruit in Motion at the Targeted Recruitment Event. I really appreciate the opportunity.”

Svetlana Malashchenko



Accountability and Integrity

A Leap Forward: Career Development Practitioner Certifications

At World Skills, we strive for an enabling environment where our team can pursue their personal and professional development goals. This year, four valued members of our management team received their Career Development Practitioner (CDP) Certification.

We would like to congratulate the following team members and thank them for their commitment and dedication to our vision and mission.



Andrea Glavan
SOPA Coordinator/ Employment Specialist

As an employment specialist, I enjoy working with people and helping them navigate the job market. I received the CDP certification in October 2018 and it has enabled me to provide better support to clients in management of their careers, making occupational and study decisions, planning career transitions and finding career information.

The training improved my knowledge of job development, vocational rehabilitation and diversity across groups, and career planning. It has also honed my approach to career advisory services such as developing resumes, cover letters and interview skills. Thank you World Skills for your support!

Carmen Barbarasa
Coordinator FCRP/ Senior Career Strategist

I had the privilege of becoming a Certified Career Development Professional in September 2016. My area of specialization is Career Assessment and Strategy. The CDP designation has validated my capacity to provide service to our clients and develop relationships with stakeholders.

My clients trust that the career advice I give them involves a thorough consideration of labor market trends, global forces affecting local economy, and more. I also feel that my CDP designation has aligned me with other leaders in the career development space and opened up new avenues for collaboration. I am very grateful to World Skills for all the support I received in getting my designation.





Ledianis Rivero Sosa
Manager, Client Services

I became a Certified Career Development Professional (CCDP) in December of 2018. This professional designation means a lot to me as it helps me to be better at my job, helping internationally trained professionals fulfil their career goals in Canada.

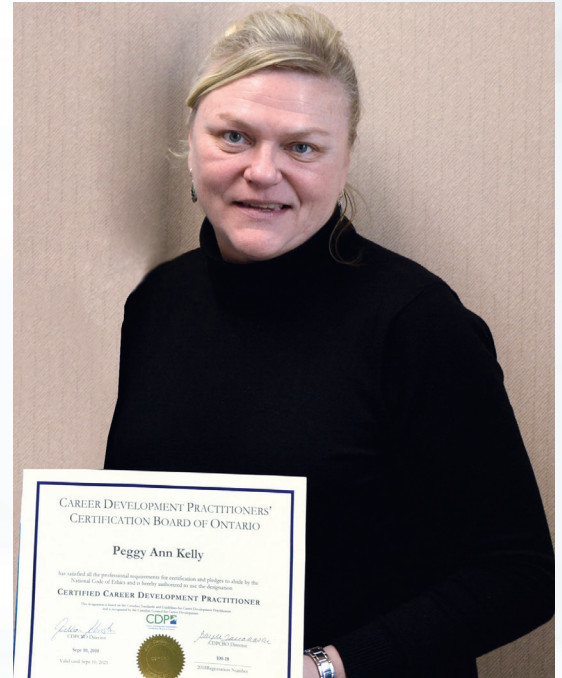
A year later, I've had the opportunity to participate in a national focus group to contribute to the new Career Development Professional Competency Framework and to lead a similar consultation session in Ottawa which engaged over 10 CDPs from different walks of life.

I would like to thank World Skills for its support, and my colleagues for their encouragement. I feel this is the continuation of a career which started back in 2010 when I joined the World Skills team and today, I'm in a better position to contribute to our clients' and the organization's success.

Peggy Kelly
Coordinator, Roadmap to Employment

I became a Certified Career Development Professional in September, 2018. My area of specialization is Group Facilitation, Work Development, Needs Assessment and Referral and Fostering Client Self-Reliance and Self-Management. The certification has not only helped me in terms of client services but I am now part of a larger group of professionals; where shared resources and information support me in consistently improving my skills and my approach.

I am thankful to World Skills for recognizing the importance of the certification and for supporting the process. It raises the bar for our field, reinforcing to all stakeholders that our work is grounded in professional excellence.

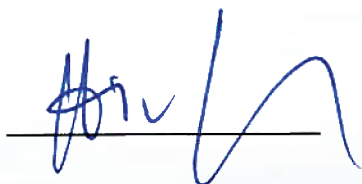


Audited Statement of Financial Position as at June 30, 2019

ASSETS	2019	2018
CURRENT ASSETS		
Cash and equivalents (Note 2a)	\$ 397,901	\$ 1,121,656
Accounts receivable	7,961	5,725
HST receivable	17,498	11,904
Government funding receivables	103,438	49,091
Prepaid expenses	<u>14,188</u>	<u>9,352</u>
	540,986	1,197,728
LONG-TERM ASSETS		
Long-term investments (GIC)	<u>269,292</u>	<u>0</u>
TOTAL ASSETS	\$ <u>810,278</u>	\$ <u>1,197,728</u>
LIABILITIES AND NET ASSETS		
CURRENT LIABILITIES		
Accounts payable and accrued liabilities	\$ 108,959	\$ 110,336
Deferred revenue (Note 4)	118,972	468,983
Funds held in trust	<u>10,940</u>	<u>0</u>
	238,871	579,319
NET ASSETS		
Internally restricted for infrastructure	92,500	92,500
Internally restricted for program development	19,500	19,500
Unrestricted	<u>459,407</u>	<u>506,409</u>
	571,407	618,409
TOTAL LIABILITIES AND NET ASSETS	\$ <u>810,278</u>	\$ <u>1,197,728</u>

Approved on Behalf of The Board:

Director



Director



Audited Statement of Revenue and Expenditures for the year ended June 30, 2019

	2019	2018
REVENUES		
Immigration Refugee and Citizenship Canada (Job Search Workshop, English Language Training, Settlement Online Pre-Arrival and FIN)	\$ 1,784,257	\$ 1,848,327
Ottawa Community Loan Fund (OCLF)	89,893	0
Job Match - World Skills	110,508	112,638
Ontario Ministry of Citizenship & Immigration (Not for Profit Employer Engagement)	0	175,012
United Way Projects	173,037	192,068
Catholic Immigration Centre (Career Transition for Internationally Trained Doctors)	66,401	66,611
Community Foundation of Ottawa (Employment Task Force)	4,884	34,646
Other grants	17,720	19,860
Fees for service	10,214	15,606
Other revenue	6,385	23,540
	<u>2,263,299</u>	<u>2,145,362</u>
EXPENSES		
Immigration Refugee and Citizenship Canada (Job Search Workshop, English Language Training, Settlement Online Pre-Arrival and FIN)	1,784,257	1,848,327
Ottawa Community Loan Fund (OCLF)	89,893	0
Job Match - World Skills	167,168	112,638
Ontario Ministry of Citizenship & Immigration (Not-for-Profit Employer Engagement)	0	175,012
United Way Projects	173,037	192,068
Catholic Immigration Centre (Career Transition for Internationally Trained Doctors)	66,401	66,611
Community Foundation of Ottawa (Employment Task Force)	4,884	34,646
Other expenses	24,661	27,937
Amortization	0	954
	<u>2,310,301</u>	<u>2,458,193</u>
NET REVENUE FOR THE YEAR	\$ <u>47,002</u>	\$ <u>30,115</u>

Program Update

Empowering Newcomer Women to Succeed in The Canadian Labour Market

World Skills is excited to be part of the national pilot project, 'Career Pathways for Visible Minority Women' which is being implemented by the Social Research Demonstration Corporation and funded by the Government of Canada.

Our initiative in Ottawa is called Empowering Newcomer Women to Succeed in the Canadian Labour Market and it is in partnership with Immigrant Women Services Ottawa. The initiative will engage 900 – 1000 visible minority women in the testing of two program models- Navigating the Canadian Labour Market and Partnering in Workforce Development, using a randomized control trial design. The findings, practices and lessons learned will have important implications for policy and program design.

The objectives of the two program models are to build the capacity and confidence of participants to navigate the job market, increase their social capital through networking opportunities, and position them for success in the Canadian labor market.

Participants from both program models will have access to Self-Leadership workshops to support them in their overall integration and well being. They will also be invited to participate in employer engagement events and matched to employers and mentors through the Circle of Champions, Targeted Recruitment, Networking and Coaching Events.



If you are a *professional*, you can:

- coach a newcomer woman towards her goals by using your expertise
- promote newcomer talent through your network
- extend friendship and help a newcomer woman to expand her networks

If you are an *employer*, you can:

- hire a newcomer woman
- connect us to initiatives which support gender equality, diversity and inclusion for women at your workplace
- participate in coaching and targeted recruitment events
- host an event for newcomer women



Government
of Canada



Immigrant Women Services Ottawa
Services pour femmes immigrantes d'Ottawa



World Skills' Board of Directors

Leslie Emory, President

Carl Nicholson, Treasurer

Sharon Kan, Secretary

Abdirazak Karod, Vice President

Fred Awada, Vice President

Mercy Lawluvi, Vice President

Sarah Caspi, Vice President

Kenny Leon, Vice President

Doina Tibu, Vice President

Mengistab Tsegaye, Executive Director (*Staff*)

World Skills'

Partners and Founding Members

- Catholic Centre for Immigrants (CCI)
- Immigrant Women Services Ottawa (IWSO)
- Jewish Family Services (JFS)
- Lebanese and Arab Social Services Agency (LASSA)
- Ottawa Chinese Community Service Centre (OCCSC)
- Ottawa Community Immigrant Services Organization (OCISO)
- Somali Centre for Family Services (SCFS)



World Skills' Staff

Alyce Akineza Ndeze
 Andreea Glavan
 Andy Rapoch
 Atoosa Adnani
 Barbara Hogan
 Carmen Barbarasa
 Charity Chavez
 Charles Tshimanga
 Chris Song
 David Northcott
 Doug Seanor
 Edward Natwawana
 Elmira Alim
 Fatima Saadeddine
 Fouzia Regoug
 Gemma Follini

Employment Counsellor/Facilitator, ENW
 Employment Specialist/SOPA Coordinator
 Employer Engagement Coordinator
 Manager, HR and Volunteer Services
 Employment Counsellor, FCRP
 Senior Career Strategist/FCRP Coordinator
 Accountant
 Employment Counsellor/Facilitator, JSW
 Intake, Assessment & Referral Counsellor, ENW
 Employment Counsellor/Facilitator, CAN
 Employment Counsellor/Facilitator, ENW
 Employment Counsellor/Facilitator, JSW, CCI
 Ontario Facilitator, Job Search Strategies, SOPA
 Recruitment Specialist, ENW
 Employment Counsellor/Reporting Assistant
 Job Retention Coordinator

Haguer Abdelmoneim	Recruitment Specialist, ENW
Hanieh Khoshkhou	Manager, Workplace Language Training
Wided El Fessi	Receptionist/Administrative Assistant
Jack De Jong	Employment Counsellor/Facilitator, CAN
Jakeline Celis	Administrative Assistant, FCRP
Jeanne d'Arc Mukangarambe	Intake, Assessment and Referral Counsellor, FCRP
Jocelyn Eissa	Bookkeeping Administrative Assistant
Theodros Haile	Employer Engagement/Outreach Specialist, RTE
Ledianis Rivero Sosa	Manager, Client Services
Magdalene Cooman-Maxwell	Director of Employer Engagement
Marina Keza	Data Processing Specialist, ENW
Mengistab Tsegaye	Executive Director
Nadine Kamhieh	Ontario Facilitator, Job Search Strategies, SOPA
Nadiya Shcherbenyuk	Administrative Assistant, ENW
Naziana Chummun	Ontario Intake Counsellor, SOPA
Niveditha Balabommala	Intake, Assessment & Referral Counsellor, ENW
Peggy Kelly	Coordinator, RTE/ Liaison WLT
Philip Yomi Ativi	IT Support Specialist
Amanda Wrobel	Program Support, Pre-employment Programs
Rasha Kaba	Employment Counsellor/Facilitator, RTE
Sakina Husain	Operations Manager
Shabana Ansari	FIN Recruitment Specialist
Shahrzad Ghazimoradi	Administrative Assistant
Shola Iyoho	Employment Counsellor, Career Transitions & Client Services
Shruti Shah	Intake Counsellor, ENW / Recruitment Specialist, JSW
Skye Hines	FIN Job Match Specialist
Suzanne Knight	Employment Counsellor/Facilitator, ENW
Raghad Alsalm	Employment Counsellor/Administrative Assistant, RTE
Amir Elazhary	ELT Teacher
Grace Sheng	ELT Teacher
Leslie Hamel	ELT Teacher
Sara Tavasoli	On-the-Job Language Teacher
Ahmed Nuur	Employment Counsellor, JSW Facilitator, SCFS
Barbara Xiao	Employment Counsellor, JSW Facilitator, OCCSC
Thao Duong	IWSO Settlement & Integration Manager
Gohar Vardanyan	Employment Counsellor, JSW Facilitator, JFS
Samia Ben Salah	Employment Counsellor, JSW Facilitator, LASSA
Zahra Karimi	Employment Counsellor, JSW Facilitator, OCISO

We are poised to continue accompanying newcomers on their journey to employment in 2020.

World Skills'

Key Community Partners and Supporters

ACCES Employment, Toronto

Business Development Bank of Canada

La Cité

Economic and Social Council of Ottawa-Carleton

City of Ottawa

Federal Internship for Newcomers Program

Invest Ottawa

Ottawa Carleton District School Board

Ottawa Community Loan Fund

Ottawa Local Immigration Partnership

Ottawa Public Library

Toronto Dominion Bank

YMCA/YWCA

Algonquin College

Accenture

Cattelan Palmer Consulting

Export Development Canada

Chartered Professional Accountants Ontario

Hire Immigrants Ottawa

Ottawa Board of Trade

Ottawa Employment Hub

Ontario Society of Professional Engineers

Pinecrest Queensway Community Health Centre

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