

HEALTH OF THE NEWCOMER-SERVING SECTOR IN THE PNT REGION

**A SURVEY OF FRONT-LINE WORKERS IN
ALBERTA, MANITOBA & SASKATCHEWAN:
DISAGGREGATED DATA SUMMARY FOR THE
RESETTLEMENT ASSISTANCE PROGRAM**

MARCH 2022



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INTELLECTUAL PROPERTY

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ACKNOWLEDGEMENTS

As we collectively strive to understand the historic and ongoing relationship between settlement and the land on which we are located, AAISA respectfully acknowledges that the province of Alberta is comprised of Treaty 6, Treaty 7, and Treaty 8 territories, and is the traditional lands of First Nations and Métis peoples.

This Health of the Sector report was authored by Marokh Yousifshahi and Leesha Kanbour with contributions from Oluwatomi Turner.

AAISA would like to extend our sincere gratitude to the front-line staff from across Alberta, Manitoba, and Saskatchewan who participated in Health of the Sector Survey, and we are grateful for the invaluable information that was provided through your engagement. AAISA would also like to extend our thanks to Immigration, Refugees and Citizenship Canada (IRCC) for their financial support as well as their partnership throughout all stages of this project.

INTRODUCTION

The Health of the Sector (HOTS) survey was conducted between March 31, 2021, and July 31, 2021, with 912 responses from front-line settlement and integration professionals across the Prairies and Northern Territories (PNT) region. The HOTS survey examines the perspectives of front-line staff working within agencies in the newcomer-serving sector to better understand their employment experience, assess organizational strengths and challenges, as well as discern the opportunities available to them. The findings of the report are highlighted in the *Health of the Newcomer-Serving Sector in the PNT Region: A Survey of Front-line Workers in Alberta, Manitoba & Saskatchewan* which portrayed the perspectives of front-line employees in the sector and contains foundational information to inform discussions among the sector, and between Immigration, Refugees and Citizenship Canada (IRCC), newcomer-serving agencies, and Umbrella organizations.

While the *Health of the Newcomer-Serving Sector in the PNT Region* report provides high-level themes identified from the PNT newcomer-serving sector, the HOTS survey accumulated a wealth of perspectives from various front-line roles, program types, locations, small and urban centres, and Francophone and Anglophone agencies. As a result, the perspectives of front-line staff based on location, type of program or department, municipal population of agency, and official language of agencies requires further analysis. Accordingly, the purpose of this report is to highlight the disaggregated results from front-line staff in the **Resettlement Assistance Program (RAP)** within agencies which was comprised of 34 respondents.

BACKGROUND: ROLE OF RESETTLEMENT ASSISTANCE PROGRAM FRONT-LINE STAFF

To orient the content of the HOTS disaggregated results for the **RAP**, this section will outline the general purpose and role of the front-line staff supporting **RAP**. The Resettlement Assistance Program is a contribution program funded by Immigration, Refugees and Citizenship Canada (IRCC) that has two main components: income support and assistance for a range of immediate essential services (IRCC, 2019). RAP agencies provide these services in the first 4-6 weeks of a Government Assisted Refugees' (GAR) arrival in Canada. RAP can include the following services:

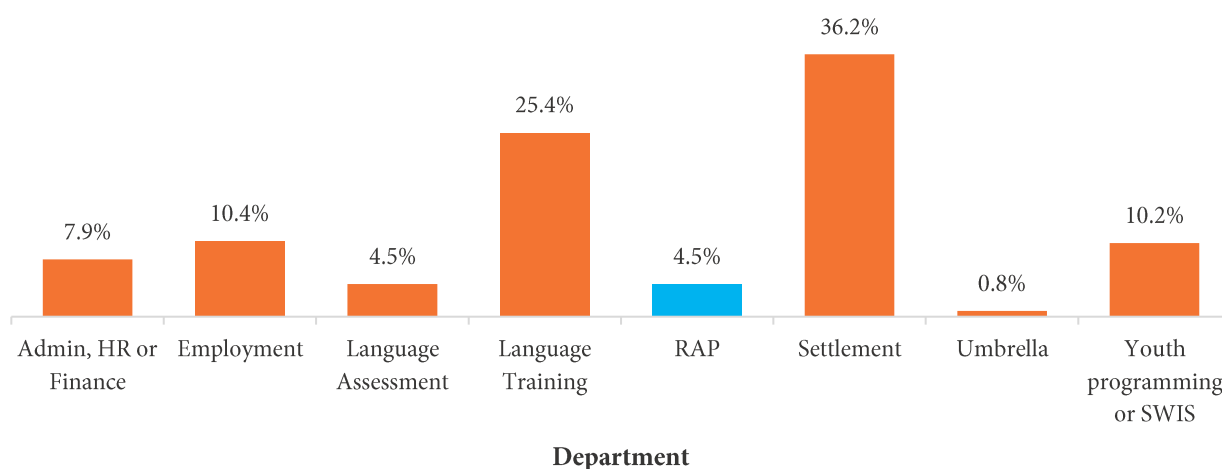
- Orientation and information sharing once newcomers arrive at the airport
- Providing temporary accommodation
- Providing basic orientation to Canada, life skills training and financial orientation
- Securing permanent accommodation
- Referral services to other settlement programs and community connections

RESPONDENT FRONT-LINE STAFF PROFILE

The following sections will outline the demographic information, employment profiles, and agency profiles of respondents that indicated their current role in an Employment department within an agency in the HOTS survey. The disaggregated data for respondents in the RAP was informed by 34 of the 756 respondents that completed the HOTS survey (see *Figure 1*).

Figure 1

Program/Department of Respondents in Agency by Percentage

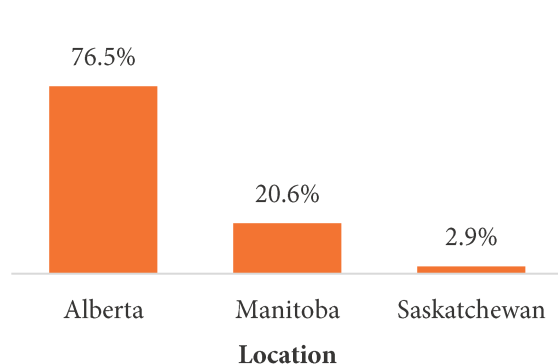


RESPONDENT DEMOGRAPHIC INFORMATION

Location of Respondents in the RAP

Figure 2

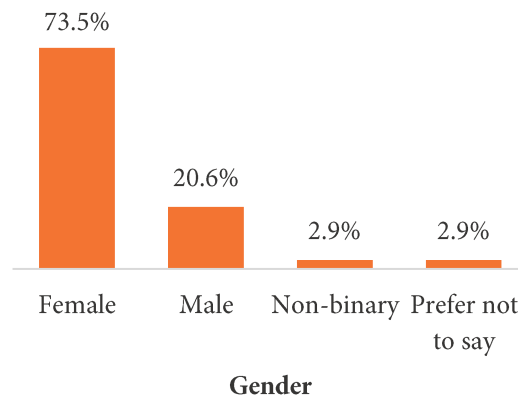
Location of Respondents by Percentage



Gender of Respondents in the RAP

Figure 3

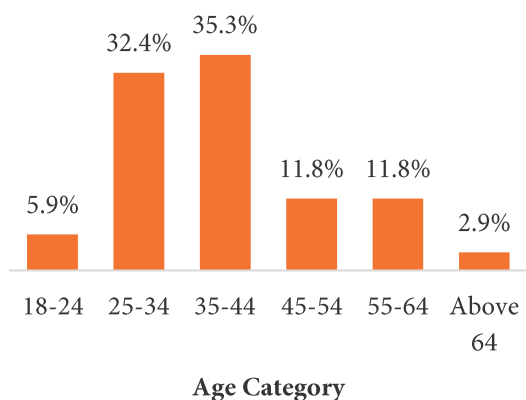
Gender of Respondents by Percentage



Age of Respondents in the RAP

Figure 4

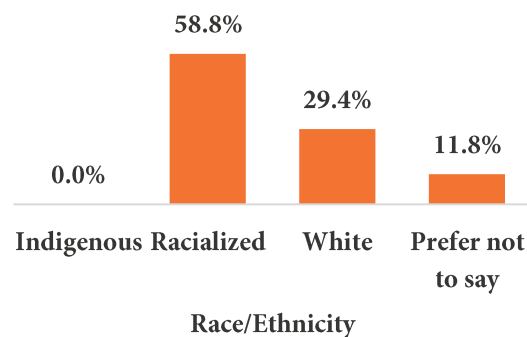
Age Category of Respondents by Percentage



Race and Ethnicity of Respondents in the RAP

Figure 5

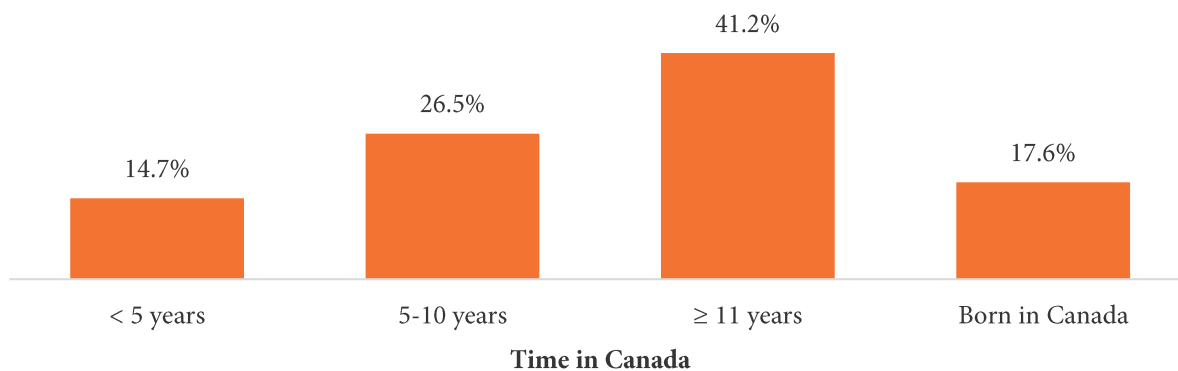
Race and Ethnicity of Respondents by Percentage



Length of Time in Canada of Respondents in the RAP

Figure 6

Length of Time in Canada by Percentage

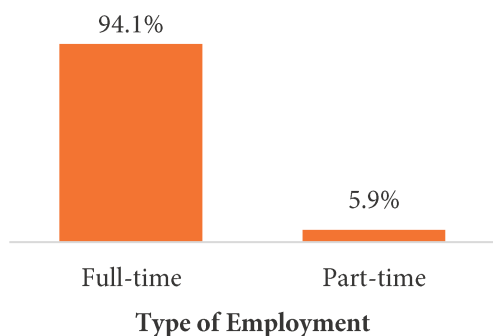


EMPLOYMENT PROFILE OF RESPONDENTS

Employment Status of Respondents in the RAP

Figure 7

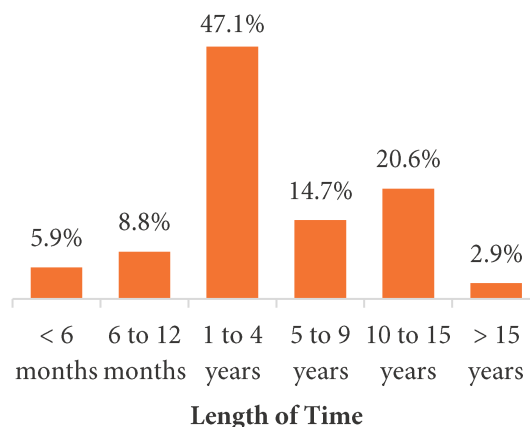
Employment Status by Percentage



Length of Service of Respondents in the RAP

Figure 8

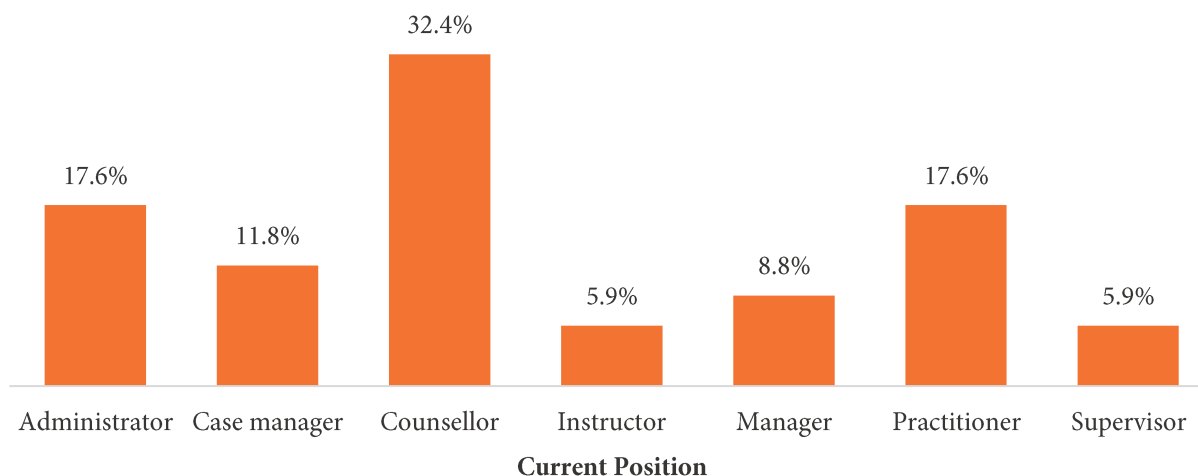
Length of Service in Current Organization by Percentage



Current Position of Respondents in the RAP

Figure 9

Current Position of Respondents in Agency by Percentage

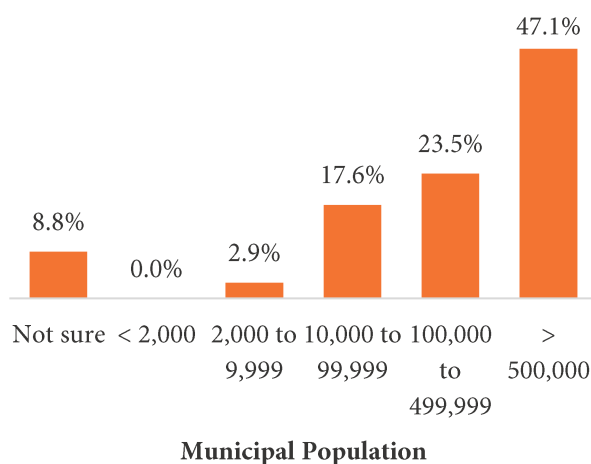


AGENCY PROFILE OF RESPONDENTS

Municipal Population of Settlement Provider Location for Respondents in the RAP

Figure 10

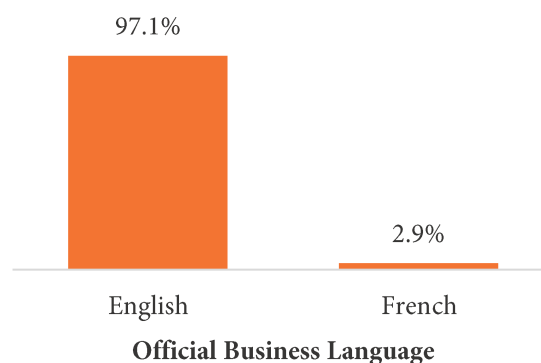
Municipal Population of Agency Location by Percentage



Primary Language of Settlement Provider for Respondents in the RAP

Figure 11

Primary Language of Settlement Service Provider by Percentage



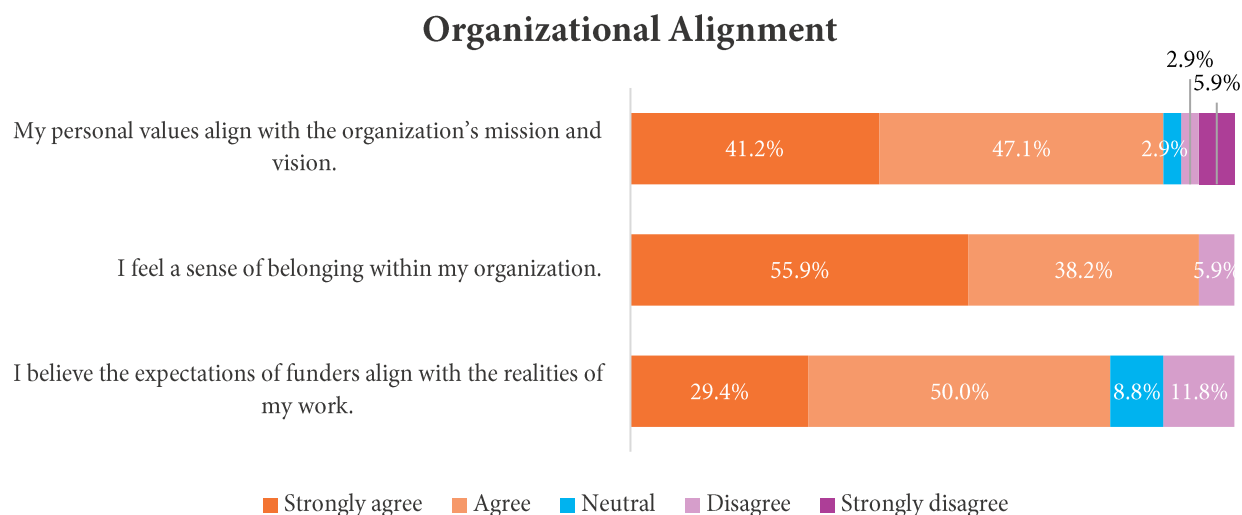
ORGANIZATIONAL EVALUATION

The following sections provide the results of front-line staff in the RAP. Given the low number of respondents (34 respondents in the RAP, see *Figure 1*) there is no analysis provided beyond the data results. However, the results can provide a glimpse of challenges and opportunities present. The following sections have been categorized into six focus areas regarding organizational evaluation perspectives of RAP staff:

- Organizational alignment
- Compensation and benefits
- Diversity and inclusion
- Work-life balance wellbeing
- Management and leadership
- Professional growth and stability

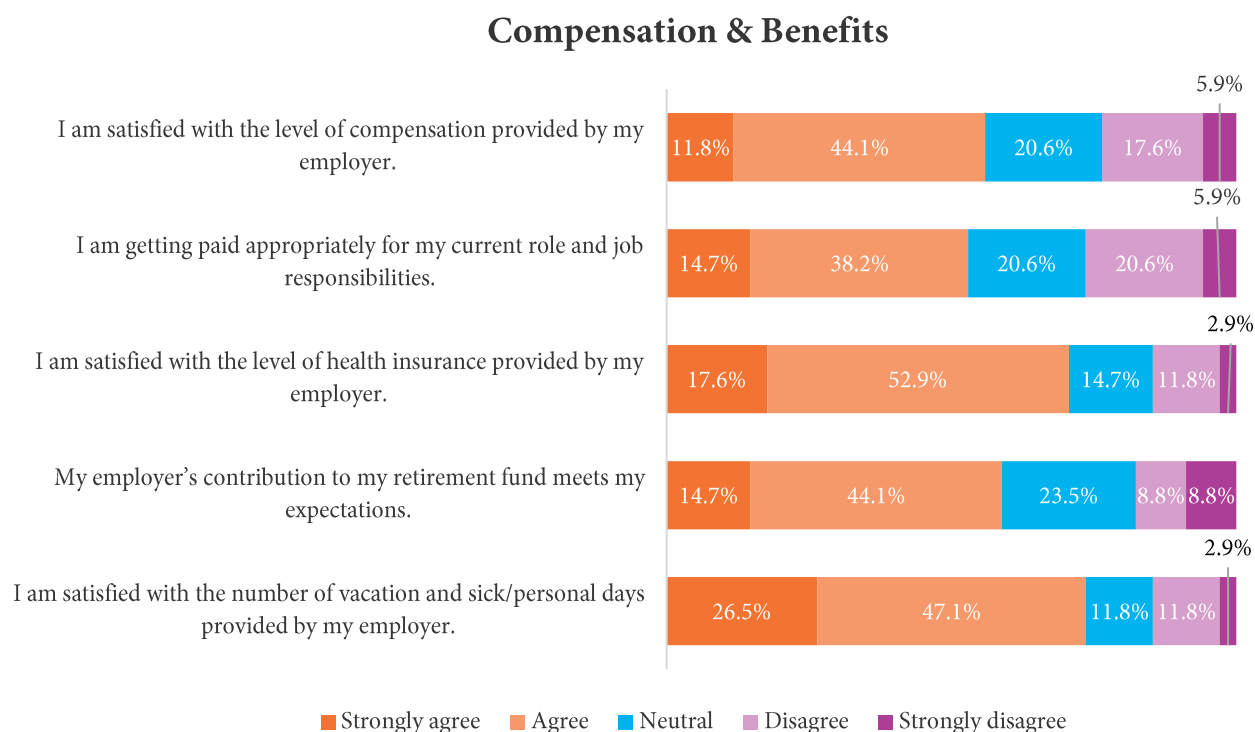
ORGANIZATIONAL ALIGNMENT

Figure 12



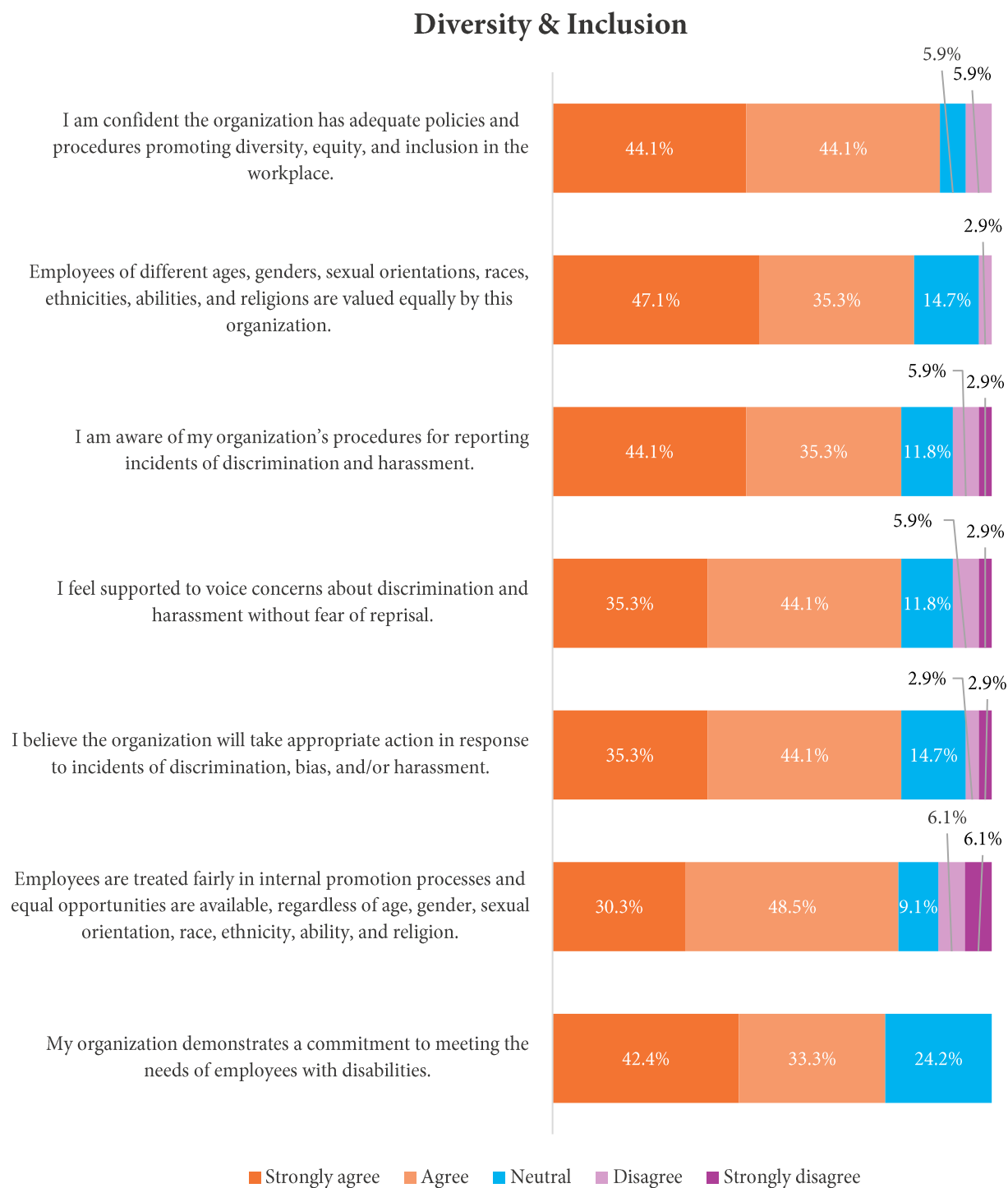
COMPENSATION AND BENEFITS

Figure 13



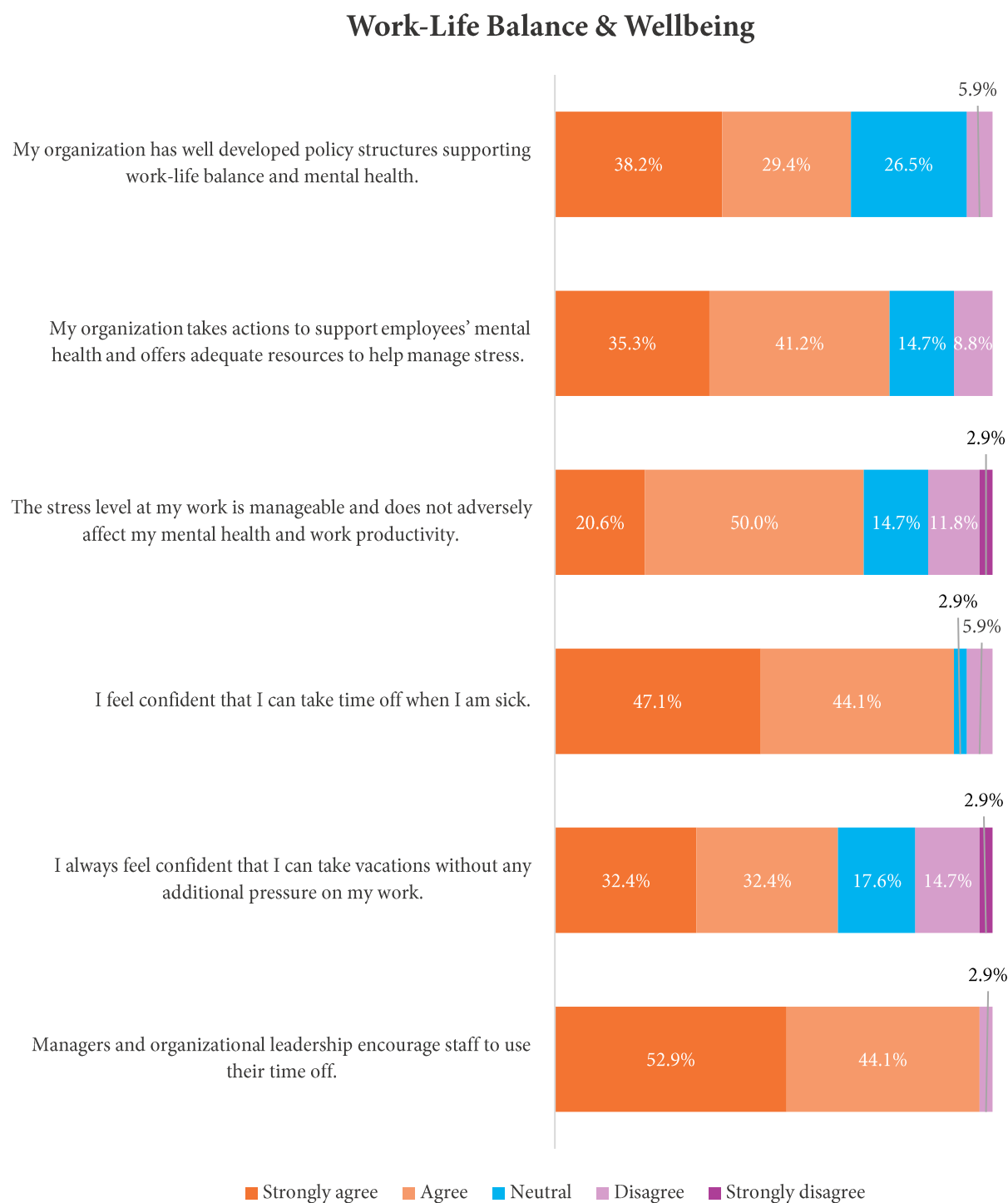
DIVERSITY AND INCLUSION

Figure 14



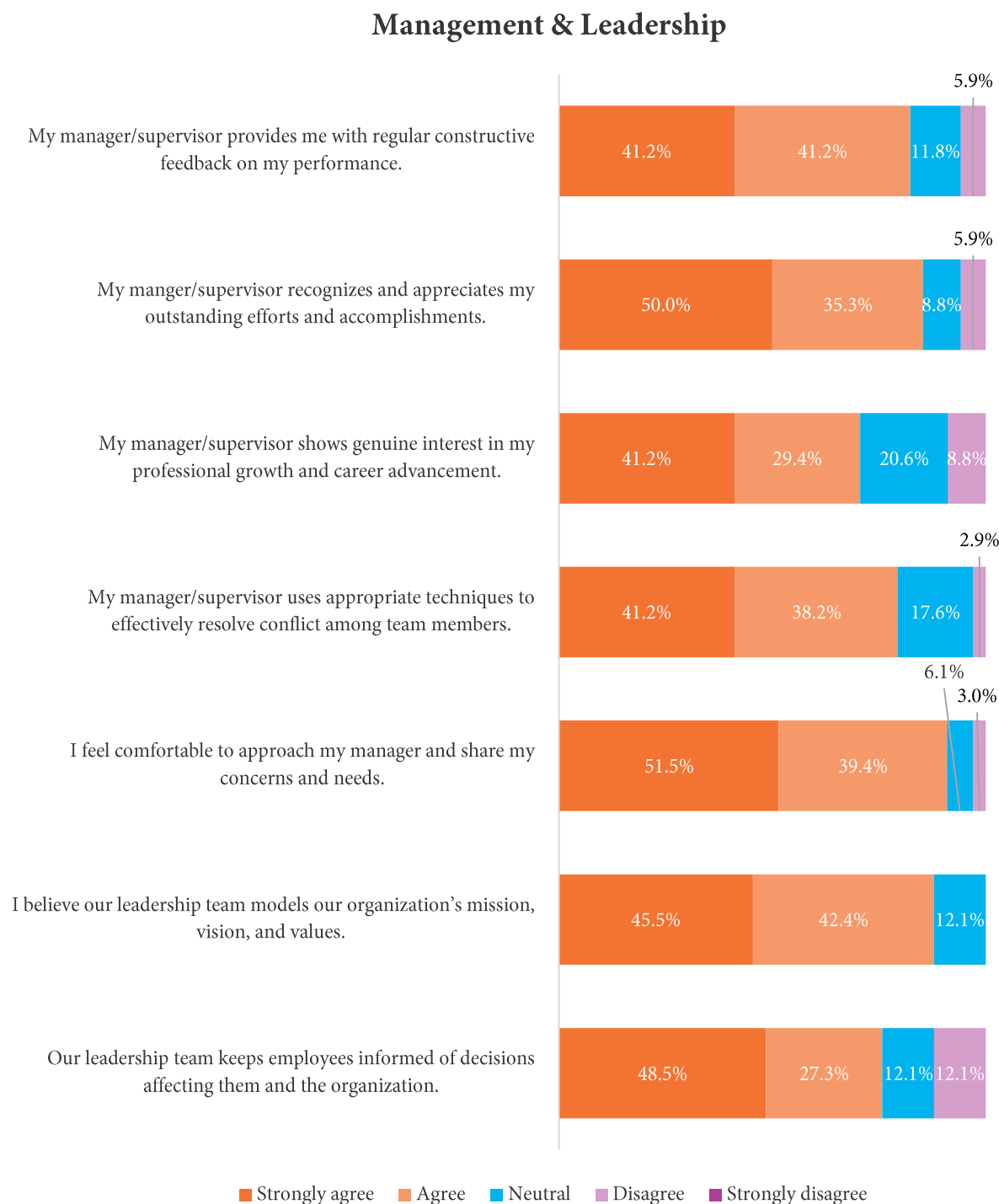
WORK-LIFE BALANCE AND WELLBEING

Figure 15



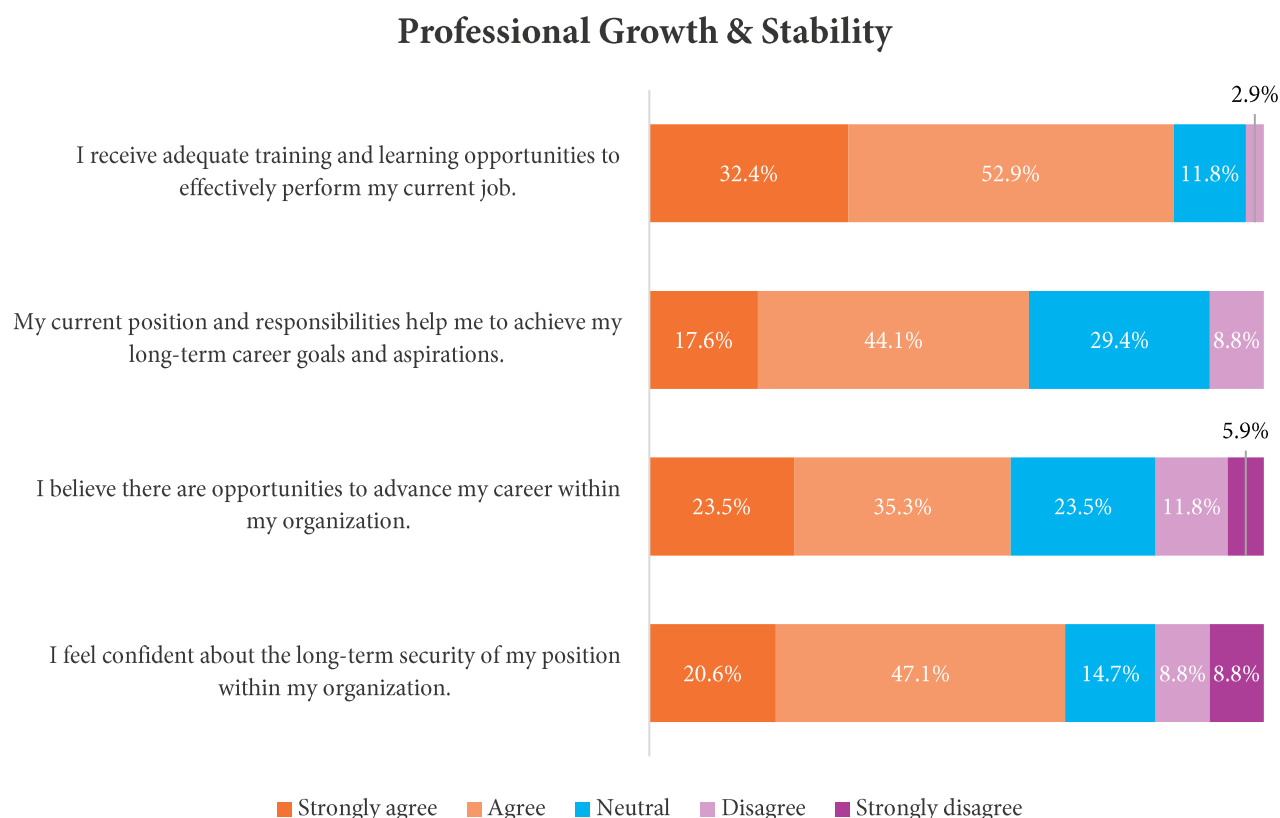
MANAGEMENT AND LEADERSHIP

Figure 16



PROFESSIONAL GROWTH AND STABILITY

Figure 17



FUTURE DIRECTIONS OF FRONT-LINE STAFF

The following sections provides perspectives of front-line staff in the RAP program or department and their plans for the future regarding employment within the newcomer-serving sector. The following sections have been categorized into three focus areas:

- Career plans of front-line Employment staff
- Reasons that would compel Employment staff to leave their current position
- Priorities for improvement that the sector will need to consider

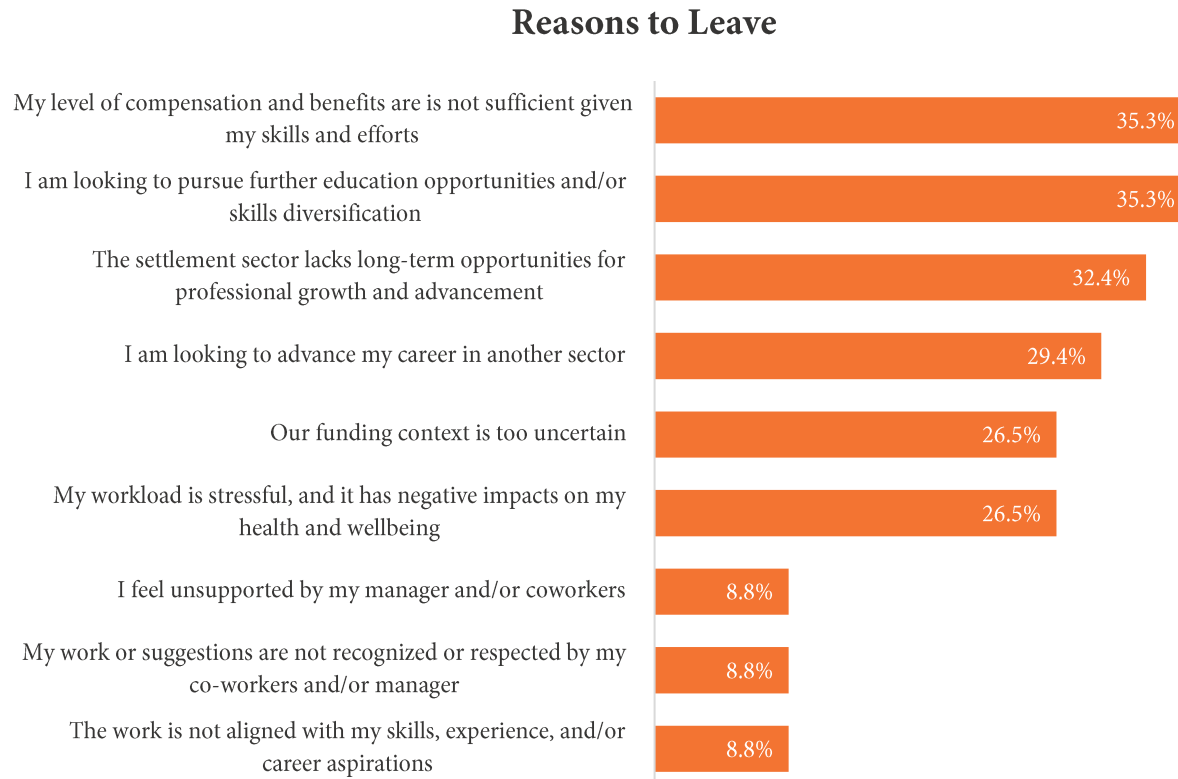
CAREER PLANS

Figure 18



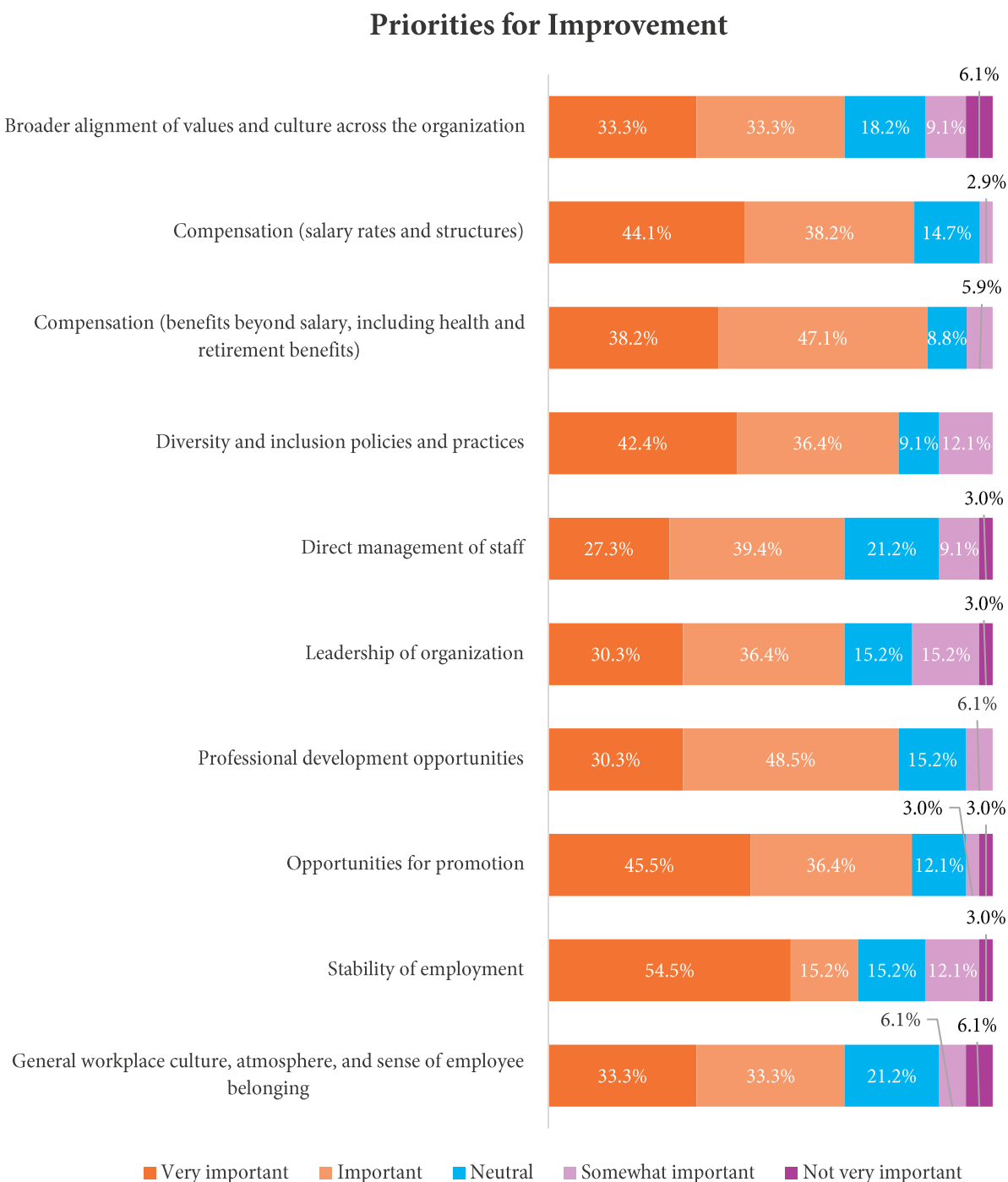
REASONS TO LEAVE

Figure 19



PRIORITIES FOR IMPROVEMENT

Figure 20



CONCLUSION

The HOTS survey results provide the newcomer-serving sector, governments, funders and other stakeholders critical knowledge and insight to build on and evaluate the systems in place that impact front-line staff within the sector as a conduit to supporting sectoral health. Through data collection across the PNT region, the HOTS survey examined the perspectives of front-line staff within the settlement and integration sector by looking at the employment experience, organizational strengths and challenges, and the opportunities available. This report focuses on the perspectives of staff within the **RAP** which provides a strategic lens on front-line staff regarding their perspectives on organizational evaluation and their plans for the future within the newcomer-serving sector. Through these results, targeted actions, and increased understanding of front-line RAP staff within the PNT to support a strengthened, sustainable, and equitable settlement and integrations sector.

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AAISA. (2022). Health of the Newcomer-Serving Sector in the PNT Region: A Survey of Front-line Workers in Alberta, Manitoba & Saskatchewan. Retrieved from: <https://aaisa.ca/research/health-of-the-newcomer-serving-sector-report/>

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