

# **HEALTH OF THE NEWCOMER-SERVING SECTOR IN THE PNT REGION**

**A SURVEY OF FRONT-LINE WORKERS IN  
ALBERTA, MANITOBA & SASKATCHEWAN:  
DISSAGGREGATED DATA SUMMARY FOR  
SETTLEMENT WORKERS IN SCHOOLS**

**MARCH 2022**



# TABLE OF CONTENTS

<b>TABLE OF CONTENTS.....</b>	<b>1</b>
<b>INTELLECTUAL PROPERTY .....</b>	<b>2</b>
<b>ACKNOWLEDGEMENTS.....</b>	<b>2</b>
<b>INTRODUCTION.....</b>	<b>3</b>
<b>BACKGROUND: ROLE OF SWIS AND YOUTH PROGRAMMING FRONT-LINE STAFF .....</b>	<b>3</b>
Respondent Front-Line Staff Profile.....	4
Respondent Demographic Information.....	5
Employment Profile of Respondents.....	6
Agency Profile of Respondents.....	7
<b>ORGANIZATIONAL EVALUATION .....</b>	<b>8</b>
Organizational Alignment .....	8
Compensation and Benefits.....	9
Diversity and Inclusion .....	10
Work-Life Balance and Wellbeing.....	11
Management and Leadership.....	12
Professional Growth and Stability.....	13
<b>FUTURE DIRECTIONS OF FRONT-LINE STAFF.....</b>	<b>13</b>
Career Plans .....	14
Reasons to Leave.....	14
Priorities for Improvement.....	15
<b>CONCLUSION .....</b>	<b>16</b>
<b>REFERENCES.....</b>	<b>17</b>

## **INTELLECTUAL PROPERTY**

The content of this document is protected by Copyright © 2022 Alberta Association of Immigrant Serving Agencies (AAISA). All Rights Reserved. No part of this document including, but not limited to, the text, graphics, images, logos may be modified, reproduced, transmitted, distributed, publicly displayed or utilized for any commercial purpose, in any form, by any means, in whole or in part, without AAISA's specific written permission. This Copyright Notice is an integral part of this document and shall not be removed or altered.

## **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 **Settlement Workers in Schools (SWIS) or youth** programs which was comprised of 77 respondents.

## BACKGROUND: ROLE OF SWIS AND YOUTH PROGRAMMING FRONT-LINE STAFF

To orient the content of the HOTS disaggregated results for the **SWIS or youth** program, this section will outline the general purpose and role of the front-line staff supporting the SWIS or youth program. The SWIS program is a school-based outreach program that assists newcomer students from kindergarten to grade 12 and their families with several services that support their smooth transition into the school and community. The SWIS program provides the following support services as outlined by Gebhard, Allen, and Pino (2021):

- Successful school integration by assisting in school registrations, school orientation, parent/teacher interviews and meetings, home visits and follow-up meetings.
- Provide information and guidance on educational issues to students and parents.
- Collaborate with school counselors and the community to provide practical, culturally informed guidance, referrals, and intervention during crisis situations.
- Advocate for the rights and responsibilities of all students and their families.

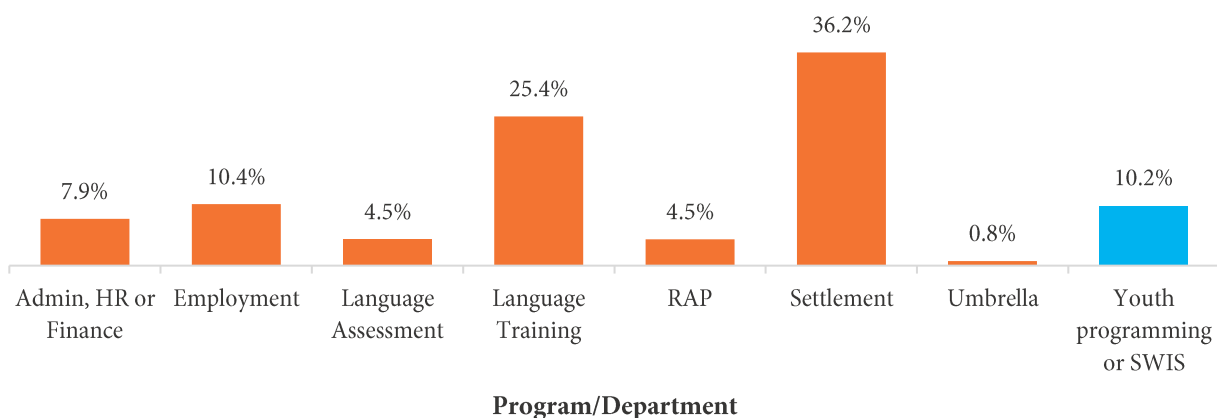
- Assess the needs of immigrant students and families to assist with their settlement.
- Refer students and their families to affordable programs and services in their community, programs such as: youth programs, health services, sports, summer programs, winter activities.
- Encourage newcomer families to become involved in school events and community recreational activities.
- Promote respect for cultural diversity by providing multicultural training to school personnel, parents, students, and the community regarding settlement challenges.

## 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 the SWIS program in the HOTS survey. The disaggregated data for respondents in the SWIS program was informed by 77 of the 756 respondents that completed the HOTS survey (see *Figure 1*).

**Figure 1**

*Program/Department of Respondents in Agency by Percentage*

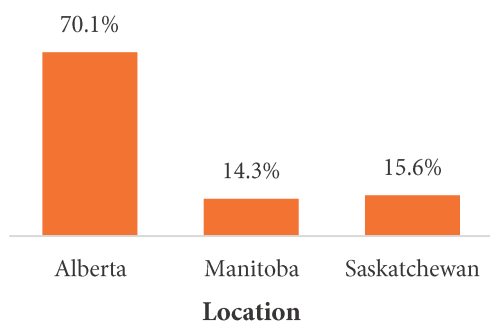


## RESPONDENT DEMOGRAPHIC INFORMATION

### Location of Respondents in the SWIS Program

Figure 2

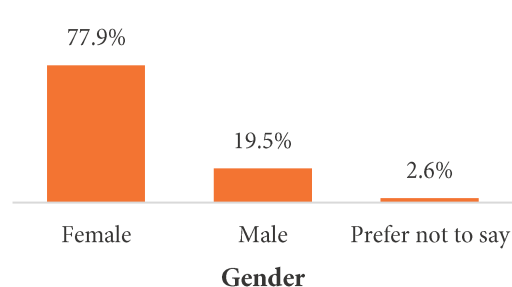
*Location of Respondents by Percentage*



### Gender of Respondents in the SWIS Program

Figure 3

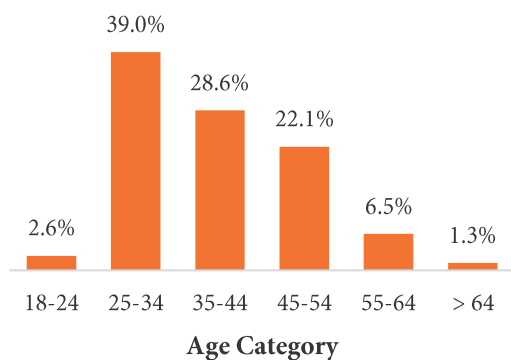
*Gender of Respondents by Percentage*



### Age of Respondents in the SWIS Program

Figure 4

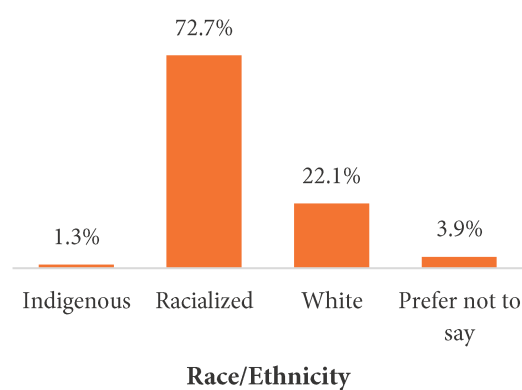
*Age Category of Respondents by Percentage*



### Race and Ethnicity of Respondents in the SWIS Program

Figure 5

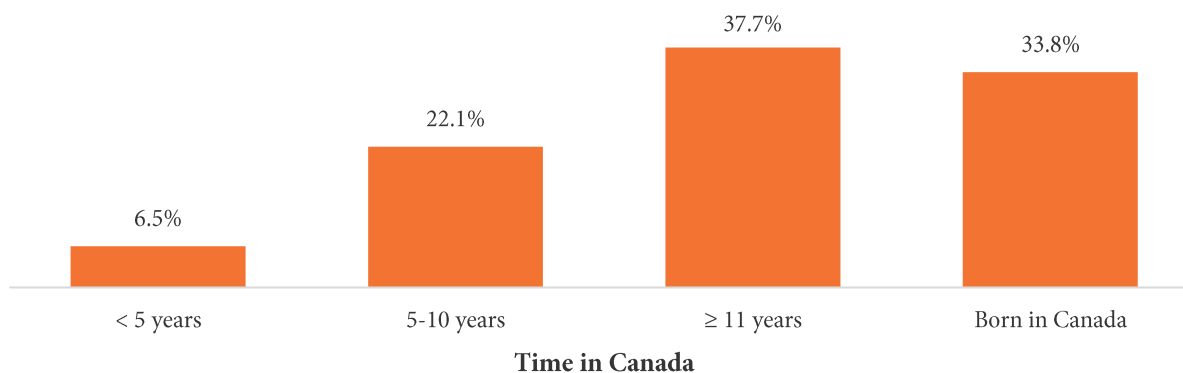
*Race and Ethnicity of Respondents by Percentage*



## Length of Time in Canada of Respondents in the SWIS Program

**Figure 6**

*Length of Time in Canada by Percentage*

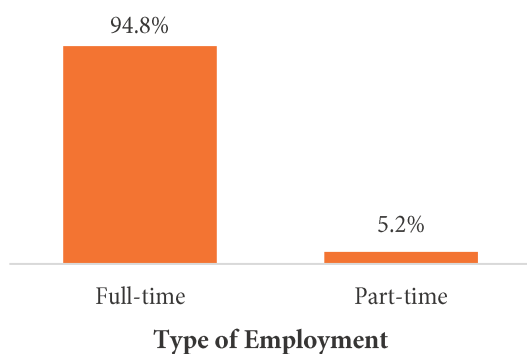


## EMPLOYMENT PROFILE OF RESPONDENTS

### Employment Status of Respondents in the SWIS Program

**Figure 7**

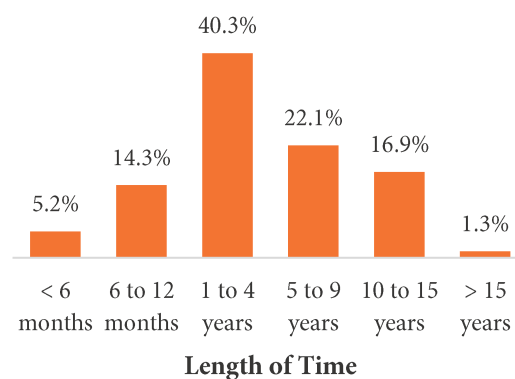
*Employment Status by Percentage*



### Length of Service of Respondents in the SWIS Program

**Figure 8**

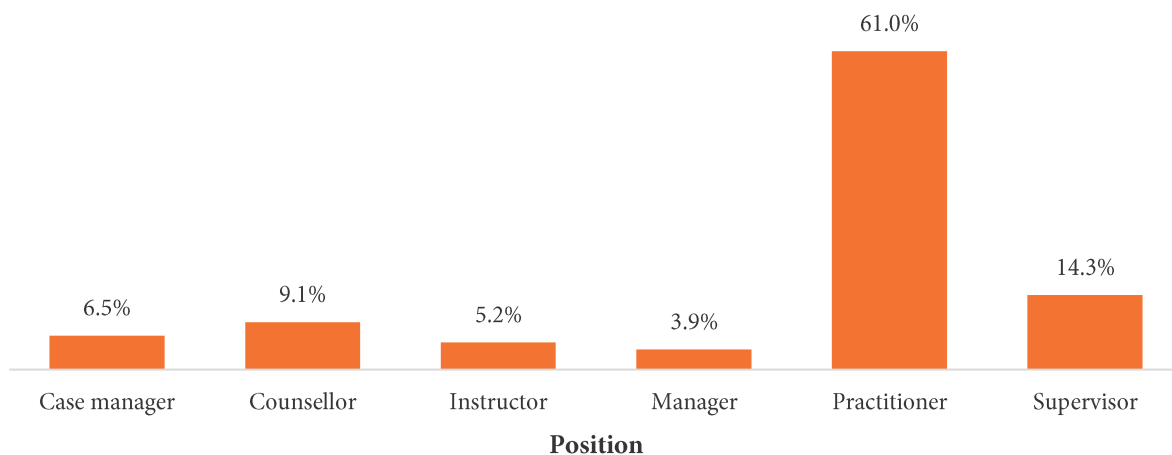
*Length of Service in Current Organization by Percentage*



## Current Position of Respondents in the SWIS Program

**Figure 9**

*Current Position of Respondents in Agency by Percentage*

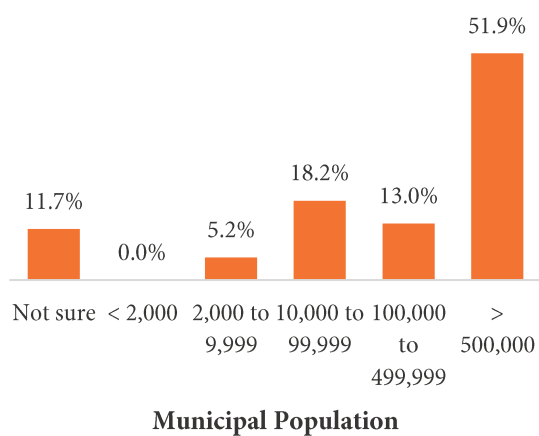


## AGENCY PROFILE OF RESPONDENTS

### Municipal Population of Settlement Provider Location for Respondents in the SWIS Program

**Figure 10**

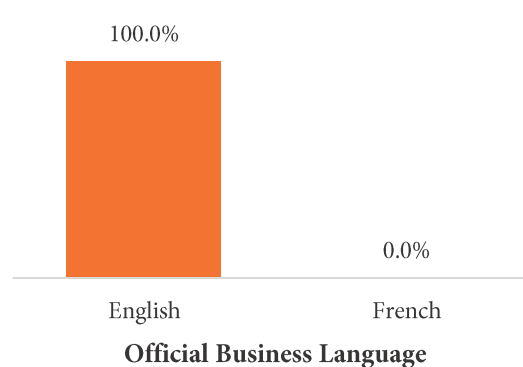
*Municipal Population of Agency Location by Percentage*



### Primary Language of Settlement Provider for Respondents in the SWIS Program

**Figure 11**

*Primary Language of Settlement Service Provider by Percentage*



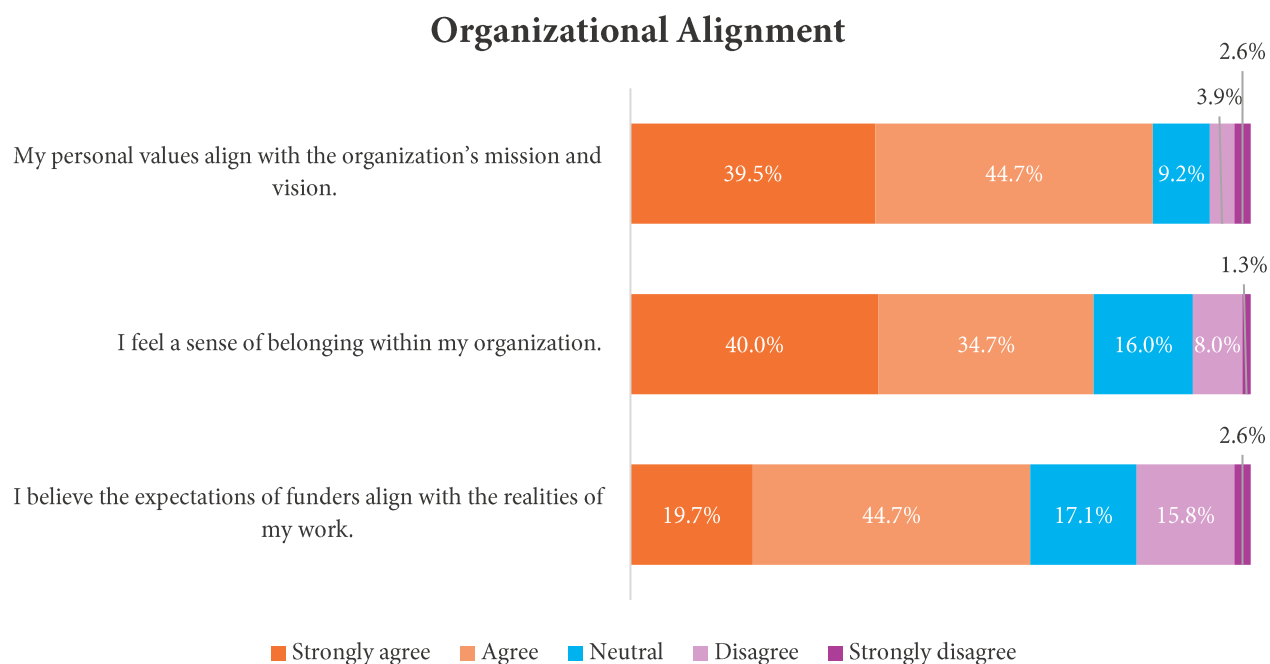
## ORGANIZATIONAL EVALUATION

The following sections provide the results of front-line staff in the SWIS or youth program. 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 Language Assessment staff:

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

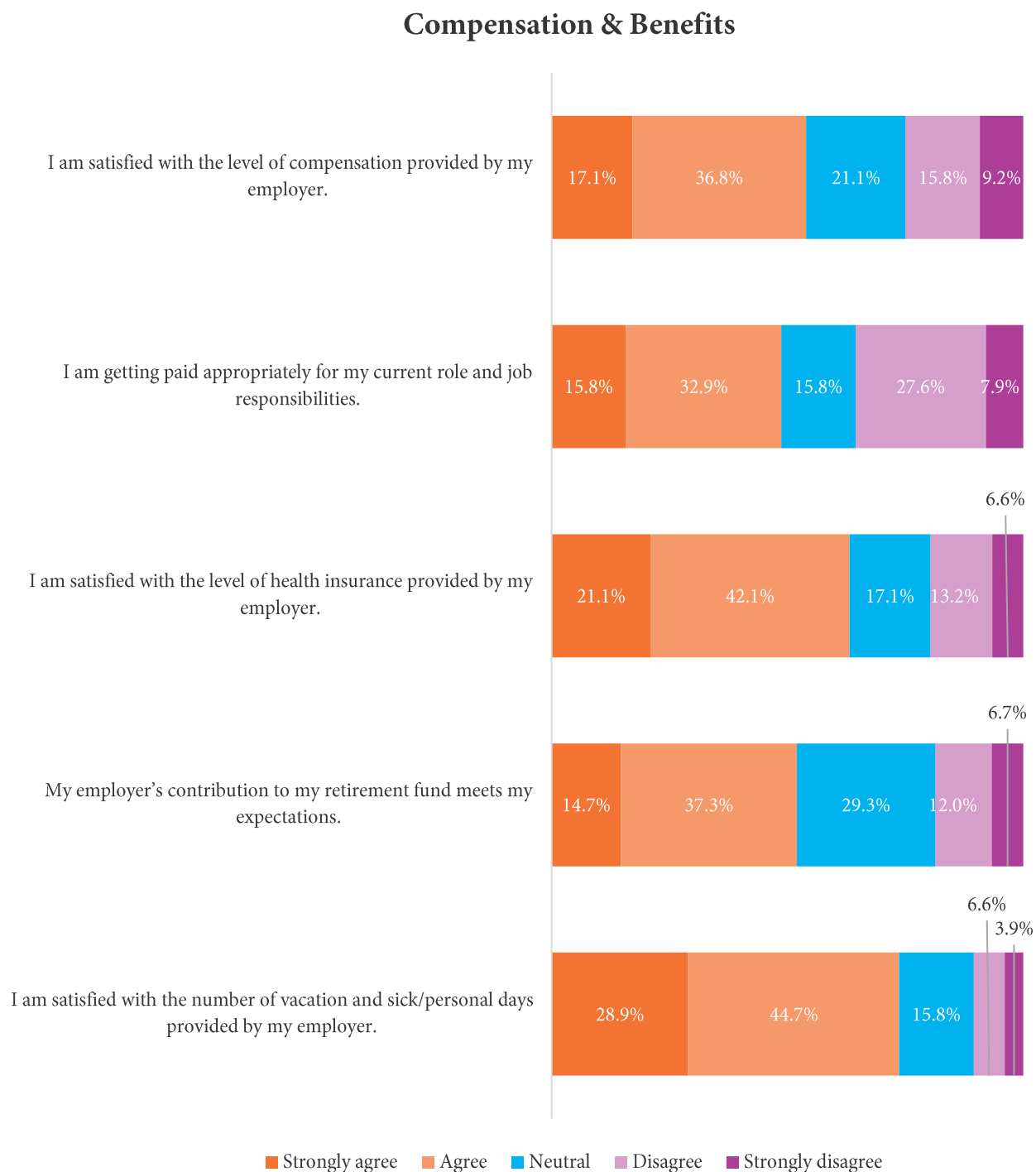
## ORGANIZATIONAL ALIGNMENT

Figure 12



# COMPENSATION AND BENEFITS

Figure 13



# DIVERSITY AND INCLUSION

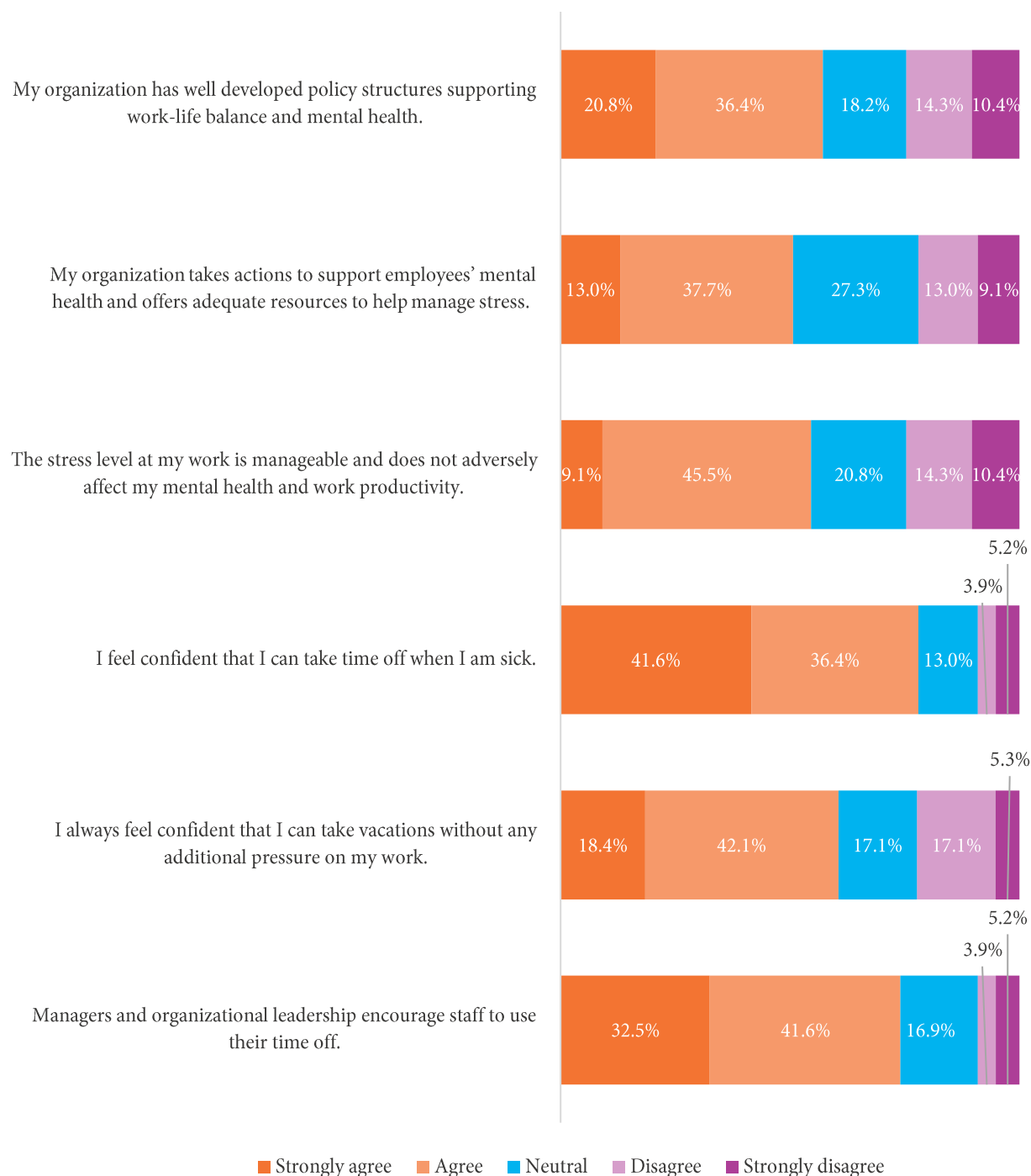
Figure 14



# WORK-LIFE BALANCE AND WELLBEING

Figure 15

## Work-Life Balance & Wellbeing



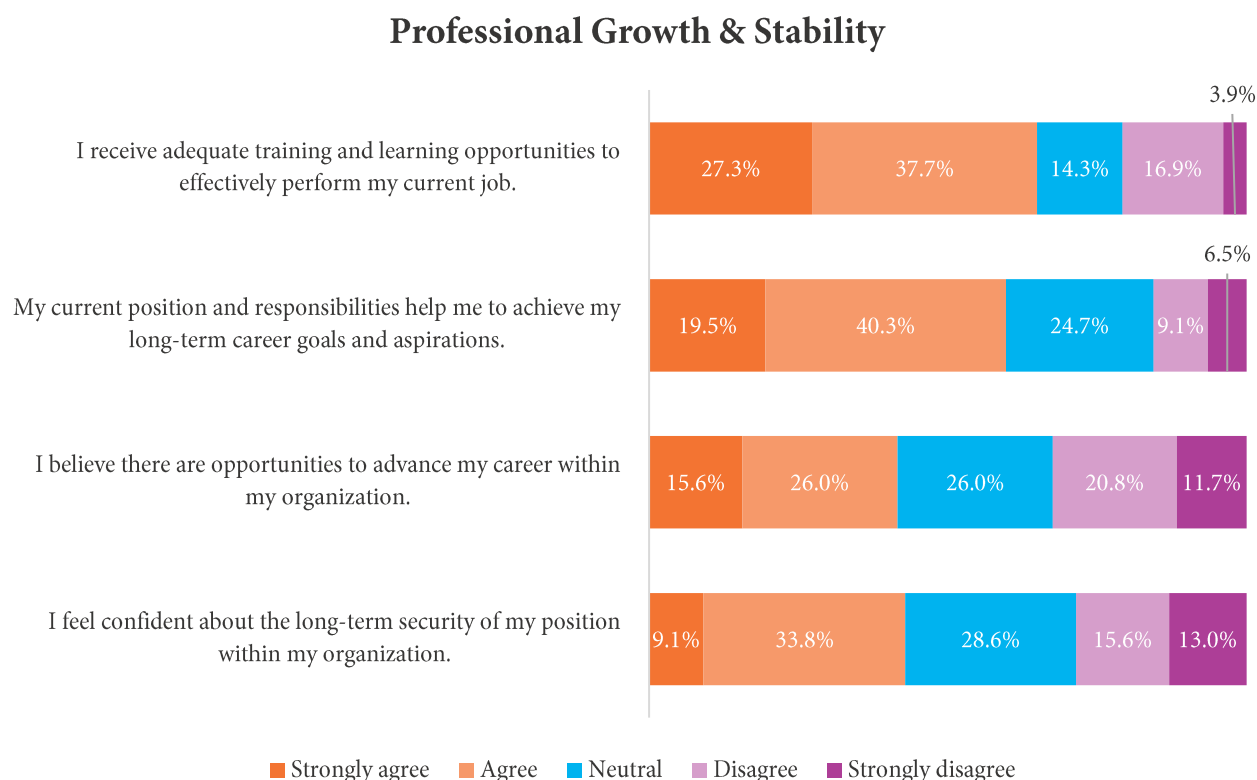
# MANAGEMENT AND LEADERSHIP

Figure 16



## PROFESSIONAL GROWTH AND STABILITY

Figure 17



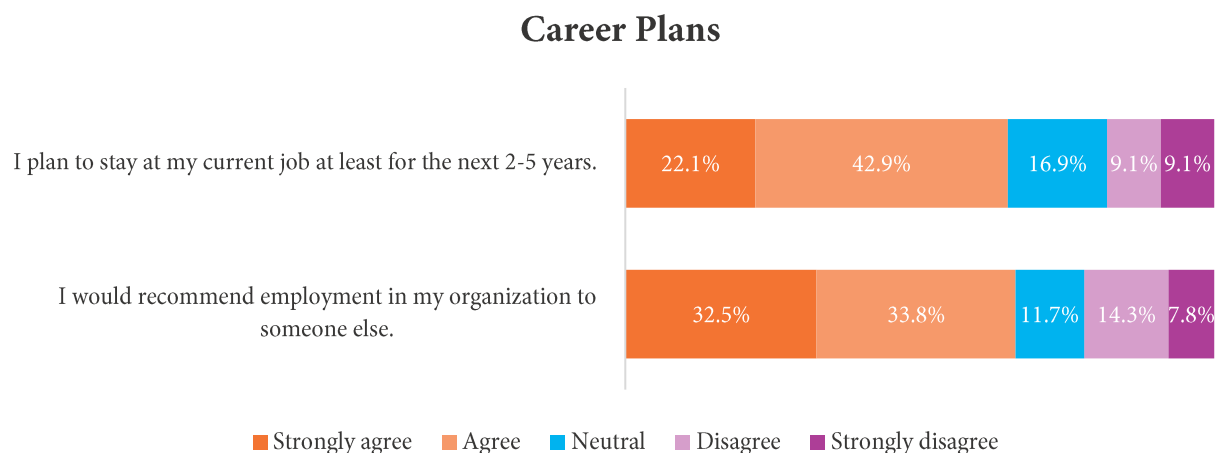
## FUTURE DIRECTIONS OF FRONT-LINE STAFF

The following sections provides perspectives of front-line staff in the Language Assessment program 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 Language Assessment staff
- Reasons that would compel Language Assessment staff to leave their current position
- Priorities for improvement that the sector will need to consider

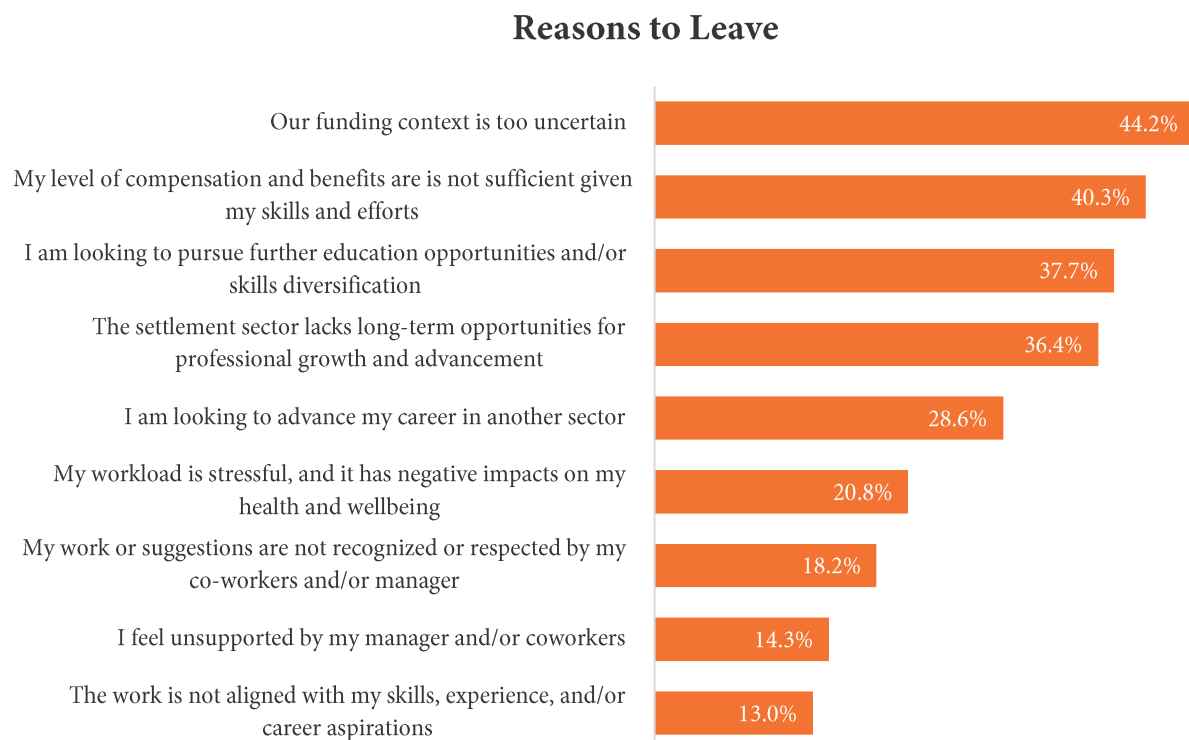
## CAREER PLANS

Figure 18



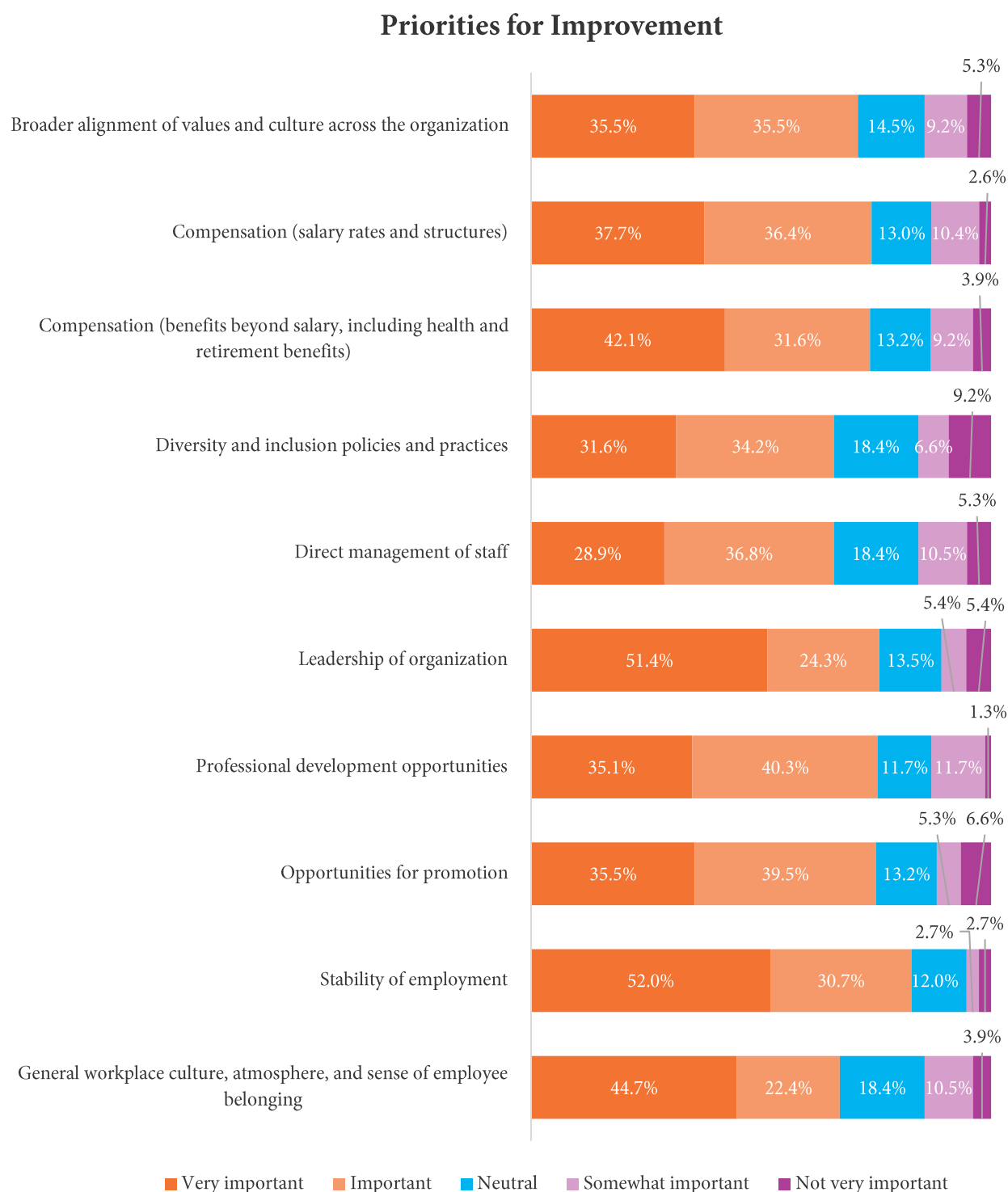
## REASONS TO LEAVE

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 opportunities available. This report focuses on the perspectives of staff within the SWIS or youth program 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 **SWIS and youth** program staff within the PNT to support a strengthened, sustainable, and equitable settlement and integrations sector.

## REFERENCES

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/>

Gebhard, A., Allen, W. S., & Pino, F. (2021). Final research report: Settlement work in schools during COVID-19. Saskatchewan Association of Immigrant Settlement and Integration Agencies. Retrieved from: [https://www.uregina.ca/socialwork/swrc/assets/docs/pdf/SWIS\\_Report\\_2021.pdf](https://www.uregina.ca/socialwork/swrc/assets/docs/pdf/SWIS_Report_2021.pdf)