

FUTURE-PROOFING ADULT LEARNING IN CITIES



GREATER TORONTO, Canada

The Career Navigator

Key facts

In the Greater Toronto Area in Ontario, Canada, United Way Greater Toronto runs the Career Navigator programme to support young people who face multiple barriers entering the labour market.

Timeframe and funding

The project was established in 2015 with a project end date of 2025. The programme receives about 1 million Canadian dollars a year from donors.

City population

5,928,000

Governing body

Toronto City Council (Toronto)

Link

[Career Navigator - United Way Greater Toronto \(unitedwaygt.org\)](https://unitedwaygt.org)

Main objectives

The key objective of the programme is:

- To provide an education-to-employment pathway programme for young people between 17 - 29 years old who face multiple barriers to accessing and securing stable income.

Content and mode of delivery



Career Navigator provides access to a set of interrelated education, training and wrap-around support services, designed to help young people gain the industry-recognized credentials needed for career opportunities in five growing sectors: Computer Systems Design and Related Services, Retail, Construction and Advanced Manufacturing, Accommodation and Food Services, and Healthcare and Social Assistance. The programme is designed to engage employers in different ways; employers influence the technical and soft skills curricula, interview and participate in the intake and assessment of candidates, provide guest speakers, host tours in the work environment and provide job opportunities. By providing employer-informed training, education and personalised wrap-around support, Career Navigator provides a labour force that meets the unique needs of employers.

Since its inception, 1,507 people have completed at least one component of the Career Navigator Programme (training, internship or apprenticeship). Out of this number, about 54% (810) gained immediate employment after the programme. In addition, out of the 707 participants who completed both the Career Navigator post-secondary industry recognized training or soft skills training and internship/received apprenticeship, about 77% (541) gained immediate employment after finishing. Out of 1,285 who were unemployed at the beginning of the program, 1087 (84%) completed at least one component of the program (CN training or internship/received apprenticeship) and close to 51% of them transitioned to being employed immediately after.

Stakeholders



The project is run by United Way Greater Toronto (a worldwide non-for-profit community) is the largest investor in social services in the Greater Toronto Area in Ontario, Canada. The organisation works through a network of community agencies to deliver services and provide support in addressing poverty and its related issues locally.

Key challenges, success factors & transferability



Key success factors for Career Navigator have been providing wrap-around support services, case management and more peer-to-peer support networks to help the youth address their challenges. About 71% of the participants received at least one type of wrap-around support while participating in the programme and most received a combination of supports. In addition, the focus on meeting both participant and employer needs and on integrating soft skills training have been instrumental in the success of the programme.

The Career Navigator programme however faces certain challenges. One challenge is recruiting and engaging the youth who face multiple barriers. To address this issue, the programme hopes to develop partnerships with organisations that address the specific needs of the target group and develop more youth-friendly strategies. Another challenge is developing employer relationships and expanding the pool of internships and job opportunities for graduates.

Contact us:

Tilde.Ussing@oecd.org

Directorate for Centre for Entrepreneurship, SMEs, Regions and Cities
Organisation for Economic Co-operation and Development

Follow us:

