

PROTOTYPE  
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# Community-Led Employment Brokering

## Prototype Team



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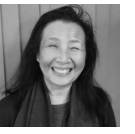
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## The Big Idea

This prototype is a sustained process of employment support, career guidance and workplace mentoring for multi-barriered newcomer communities with limited access to employment opportunities.



## Who is This For?

Members of smaller newcomer communities who may have different levels of literacy & English, education (training) and previous work experience and encounter multiple-barriers to gainful employment.

## What is the Problem?

Expanded access to information about employment opportunities and services is needed, particularly for refugee and new-comer communities with specific cultural and language barriers. These multi-barriered communities require outreach to develop relationships with employment service providers.

## Our Solution:

### Community-led Employment Brokering

Working with a core group of stakeholders (City of Edmonton, employment programs and training institutions) we will create a process of relationship building and assemble a team that can support newcomers before, during, and after their search for employment.

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### Forming the Brokering Team

An employment brokering team of practitioners will be recruited to provide a holistic, culturally-based and responsive support to the Bhutanese newcomers seeking employment opportunities.

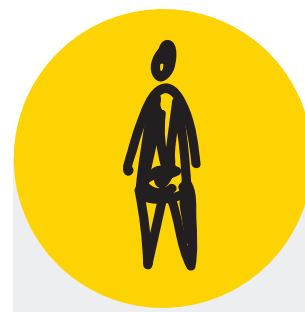


#### Employment Broker

Bilingual & bi-cultural, the Employment Broker has deep knowledge of the newcomer's cultural community and mediates between newcomers and employment services through (and with) the Employment Connector

#### Role

- Seeks out community members seeking gainful employment who experience different levels of barriers to the team
- Becomes deeply familiar with individual community members' assets, strengths, challenges and life realities
- Bridges linguistic gaps & cultural distance between newcomers and the employment services/training programs
- Provides continued support before and after employment is secured by mediating between employers and the newcomer



#### Employment Connector

Ideally works for an employment-oriented program or centre and has intimate knowledge of the local employment landscape, as well as the realities of the community members seeking gainful employment

#### Role

- Provides advice on job application processes and helps connect the newcomer to opportunities suitable to their needs and capacities
- Animate discussions about experiences of newcomers in the area of employment access and share these with appropriate agencies
- Uses culturally appropriate venues to provide info on different employment services and programs that they are eligible for.



#### Career Coach/Mentor

Is an expert in their employment and can give valuable long-term career advice outside of and within the workplace

#### Role

- Establishes a close relationship with newcomer and learns about their career and long-term employment goals (can also offer help with short term goals i.e. accreditation, etc.)
- Helps community members identify and connect with relevant mentors of their desired fields of employment/career

LONG TERM

## Innovation!

Cultural brokering as an evidence-based practice is known and proven in the social services and health sectors where they work with individuals/families to help navigate complex systems and services. Here, the cultural broker concept is applied to support members of smaller immigrant and refugee communities marginalized from the mainstream settlement and employment services.

Such support does not exist and is not recognized in current employment assistance programs.

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### Organizing a Newcomer Employment and Training Resources Fair

Once the employment brokering team is formed, a community event will be held. The employment brokering team will be present at the event will help nurture relationships. They will begin the work on a follow-up plan with the newcomer community and relevant service providers and training institutions.

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### Economic Integration for Newcomers

Newcomers with multiple barriers and existing strengths & experiences become familiar with and connected to the most relevant employment/training services. In the process, such providers become more knowledgeable about the needs/realities of newcomers and work towards adjusting their services to meet these needs.

Newcomers receive sustained and culturally relevant support to find and secure gainful employment, specific to their needs, challenges and aspirations. Those who wish to advance beyond the employment they have secured to attain career goals are well supported over time, leading them to having mentors along the way, and ultimately achieving their career and economic goals.



## Tried and True

This prototype on employment brokering builds upon the learnings from the Multicultural Health Brokers Coop work with the Bhutanese community where:

- An existing multicultural health broker functions as an informal employment broker supported by an employment connector
- Newcomers benefit when employment supports are directed both at individual and community needs
- Trusting relationships are essential in building confidence and readiness of newcomers to participate in employment assistance programs
- Working closely with relevant employers ensures that interests and concerns are addressed once a newcomer is connected with them



## Next Steps

We want to assemble an employment brokering team and organize an Employment Resource Fair hosted by the Bhutanese community. We will facilitate a meeting between Bhutanese community members/leaders and employment agencies to plan and execute the event.

After the event, we will coordinate a reflection session to bring stakeholders together to reflect on the experience and discuss follow-up activities.

We need funds to take this prototype to the next stage!

If you can contribute funds to this project or are interested in taking part, please contact:

**CONTACT INFO** Multi Cultural Health Brokers  
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**WE NEED YOUR HELP!**