

September 2019

SERVICE SECTOR TRADES
**SOCIAL AND COMMUNITY
SERVICE WORKERS**



Workforce Planning Hamilton
Planification de main d'oeuvre de Hamilton

ARE YOU STRUGGLING TO FIND SKILLED TRADES WORKERS?

WHAT ADVICE DO YOU HAVE FOR THE ONTARIO GOVERNMENT ABOUT THE APPRENTICESHIP SYSTEM?

HOW CAN OUR COMMUNITY BETTER SUPPORT YOU AS A SKILLED TRADES EMPLOYER?



Workforce Planning Hamilton, a labour market planning organization funded by the Ministry of Training Colleges & Universities, has been asked to consult with employers in Hamilton about their experience finding skilled trades workers. What skilled trades positions are hard-to-fill? How can the skilled trades system be improved?

The following questions are designed to gather your perspective on a range of issues related to the skilled trades. In the pages that follow we have also included a brief profile of the Service Sector Trades with labour market indicators for a listing of the key occupations in this sector as context for these questions.

PLEASE TAKE A MOMENT TO REVIEW THESE QUESTIONS AND BE PREPARED TO DISCUSS.

Number of apprentices/journeypersons

1. Do you currently have fully qualified journeypersons on staff?
2. Do you only hire fully qualified tradespersons?
3. Has your organization sponsored or is currently sponsoring an apprentice?

Hard to Fill

4. What skilled trade positions (journeypersons and apprentices) are hardest for your organization to fill and why?
5. What methods has your organization used to fill those positions?
6. What needs to be done (by employers and/or the Ontario government) to increase the number of apprentices and journeypersons in in-demand trades?

Apprentice completion

7. What has been your organization's experience with respect to apprentices dropping out of their apprenticeship training?
8. In your experience, what are some of the reasons that apprentices leave their apprenticeship, and are there things the Ontario government could do to help them complete?

Group sponsorship

9. Has your organization participated or considering participating in group sponsorship training, whereby two or more employers form a group to sponsor apprenticeship training?
 - 9a. If yes, how important is this approach to addressing your organization's skills requirements?
 - 9b. If no, what support or assistance would your organization need to make group sponsorship training of apprentices a worthwhile option?

Apprenticeship – does it work? Changes?

10. How well has apprenticeship worked as a way of addressing your organization's skill requirements?
11. What barriers, if any does your organization face related to apprenticeship
12. What changes could the Ontario government make to the apprenticeship program to better respond to the needs of employers?

Broader questions

13. How is technological change impacting the skilled trades in your organization?
14. Please describe what you see as the most important issues that are expected to impact the skilled trades in your community over the next five years.
15. Do you have any further comments with respect to apprenticeship and/or the skilled trades?

In Ontario there are **39 Service Sector Trades** that are categorized under 27 occupations in the National Occupations Codes (NOC). Service sector trades include a range of trades in various occupations such as: Hair stylists, Chefs and Cooks, Early childhood educators, and Contact Centre Customer Service Agent. In order to align the skilled trades categorization with the NOC we used a program chart produced by the Ontario College of Trades that shows the corresponding NOC for each skilled trade.

In this report we look at skilled trades related to community and social service workers. There are two skilled trades in total: Child and Youth Worker, and Developmental Services Worker. These are grouped into one occupation Social and community service workers (NOC 4212). In the chart below we take a closer look at this occupation and key labour market indicators. The five key indicators below give us a sense of the availability of qualified workers for each of these trades occupations.

UNDERSTANDING KEY INDICATORS

Change in employment	Suggests whether the number of workers in this occupation is growing or declining. Growing occupations may have increased demand for workers.
* % Workers over 55 years	Indicates that there may be retirements pending that will increase demand for these workers.
* Unemployment rates	A low unemployment rate suggests that there are few available workers looking for work.
* Change in median income	Increasing income for an occupation can signal increased demand for that occupation.
Number of job postings	Suggests whether the occupation is high demand.

Yellow indicates a trade occupation that has all three major indicators highlighted. The areas shaded with mauve indicate that this occupation is above the average for all occupations. These indicators (indicated with a star in the list above) point to an existing or potential skills shortage. The arrows indicate whether the indicator is greater or less than the average across all occupations.

SOCIAL AND COMMUNITY SERVICE WORKERS

OCCUPATION	NUMBER OF PEOPLE EMPLOYED 2016	% CHANGE IN EMPLOYMENT 2011-2016	% OF WORKERS 55+ 2016	UNEMPLOYMENT RATE 2016	% CHANGE IN MEDIAN INCOME 2011 - 2016	JOB POSTINGS	ACTIVE JOURNEYPerson CERTIFICATES
ALL HAMILTON OCCUPATIONS	203,330	5%	38%	7	10% \$53,880		
4212 SOCIAL AND COMMUNITY SERVICE WORKERS	1,840	-1%	26%	4.6	20% \$52,609	102	<10

PREVALENT INDUSTRIES

1500 people employed

- 62 Healthcare and social assistance
 - 6241 Individual and family services
 - 6230 Nursing and residential care facilities(6231 to 6239)
 - 6220 Hospitals(6221 to 6223)

480 people employed

- 61 Educational services
 - 6111 Elementary and secondary schools

PREVALENT INDUSTRIES

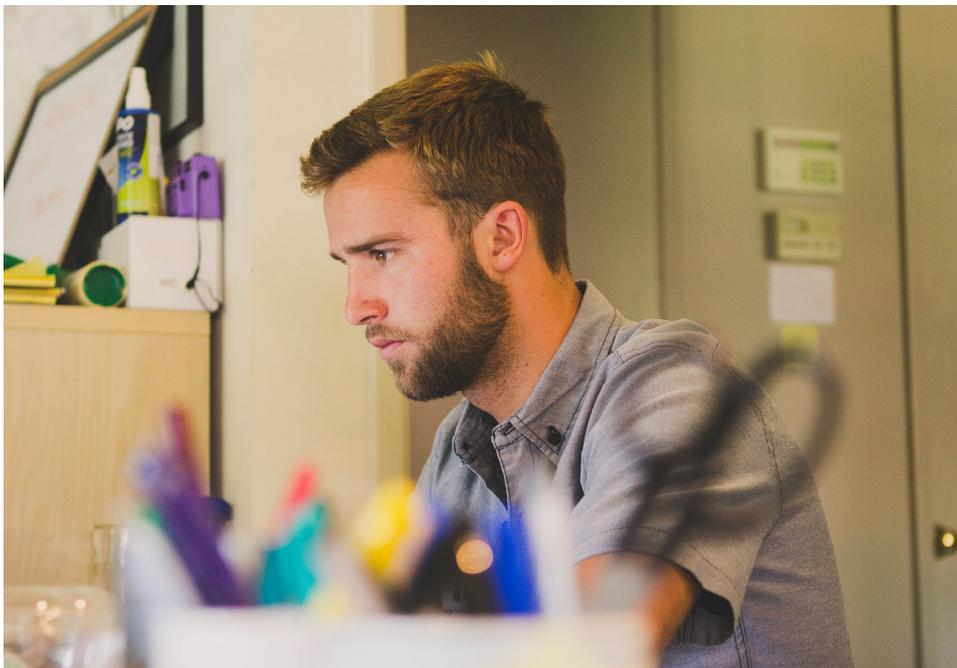
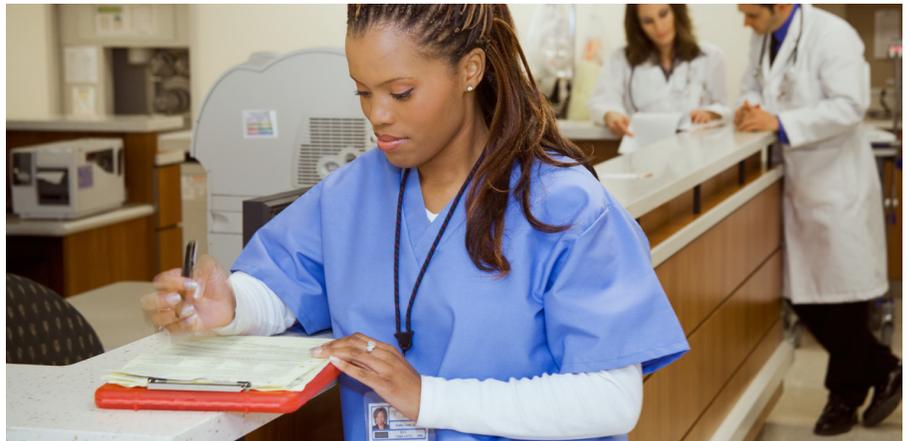
460 people employed

62 Healthcare and social assistance
6241 Individual and family services



350 people employed

62 Healthcare and social assistance
6230 Nursing and residential care facilities (6231 to 6239)



135 people employed

62 Healthcare and social assistance
6220 Hospitals(6221 to 6223)

110 people employed

91 Public administration
9120 Provincial and territorial public administration (9121 to 9129)

110 people employed

91 Public administration
9130 Local, municipal and regional public administration (9131 to 9139)

ABOUT WORKFORCE PLANNING HAMILTON

Workforce Planning Hamilton (WPH) has been Hamilton's leader in local workforce development for over 20 years.

Funded by the Ministry of Training, Colleges and Universities we share timely local labour market information and work with our numerous partners on projects that help to contribute to a prosperous Hamilton community.



Your Workforce. Our Future.

WPH's annual EmployerOne survey allows local employers of all sizes and sectors to share their challenges and plans for the future with employment service providers, educational institutions, job seekers and the broader Hamilton community.

For more information about Workforce Planning Hamilton see www.workforceplanninghamilton.ca