

Grand River Employment and Training

Presentation to the
Ontario First Nation
Economic Forum
October 13, 2016

INTRODUCTION TO GREAT

- Incorporated, non-profit employment and training organization situated in Six Nations;
- Board end statement is to” increase the number of employed Onkwehon:we, regardless of residency;
- 13 ASETs in Ontario;
- Creation of social enterprises to create revenue and job opportunities;

OWN SOURCE REVENUE

- Six social enterprises:
 - Kayanase – ecological restoration
 - Food Services – catering, counter service
 - Financial Services
 - Tenant Leases
 - Ogwehoweh Skills and Trades Training Centre
 - Cultural Tourism

OTHER FUNDING SOURCES

- GREAT is funded by:
 - Employment and Social Development Canada;
 - Indigenous and Northern Affairs Canada;
 - Ministry of Advanced Education and Skills Development - Employment Ontario and Aboriginal Education Office.

TRAINING AND SKILLS DEVELOPMENT

- A range of training is offered to meet community and individual needs:
 - GED, Academic Upgrading,
Employment
Readiness
 - Apprenticeship Training
 - 1-year Small Business Management
 - Advanced Paramedic
 - Environmental Field Techniques

GREAT'S SUCCESSES

- Hired two Construction Outreach Workers;
- Soft skills – communication, confidence, team work, coping skills, cultural identity;
- Client on welfare is funded one year under a SATF, GREAT funds for a second year, then employer hires permanently;
- ISO certified;

SUCSESSES - PARTNERSHIPS

- Union Gas contributed to training for Environmental Field Techniques;
- KKETS students trained at OSTTC;
- Unions – LiUNA, CUSW; IUOE
- Hamilton-Brantford Building Trades Council;
- Investment in Self Employment Assistance – 70% of clients funded still in business.

CHALLENGES WE FACE

- Restrictions under government funding, i.e. expense eligible, designing own programs;
- Government micromanaging;
- Clients' education levels;
- Brain Drain – qualified people working off reserve for higher salary or no jobs within community.

IMPROVEMENTS TO PROGRAMMING

- Authority to design programs that meet community needs as opposed to government objectives;
- Incorporate culture into training programs;
- More awareness of training requirements to meet Six Nations' business owners HR needs;

IMPROVEMENTS TO GOVERNMENT POLICY

- Under agreement, ASET's cannot fund capital for small business start up;
- Write conflict resolution and appeal process into agreements;
- Partnership role - advocate First Nations' work force to industry;
- Provincial/federal government funding should complement each other.

IMPROVEMENTS TO FUNDING

- No increase since 1996;
- Population, cost of living, and tuition increases;
- Having to spend more on academic upgrading and pre-employment costs before training can be delivered;
- Keep training from education funding streams;

QUESTIONS

RESPONSIBILITY, AUTHORITY AND COMMUNICATION

How GREAT controls the administration of their quality management system:

- Functions and interrelations between program staff are in the organizational chart.
- Every staff member is accountable for the quality of their output and responsible for following documented procedures and reporting on non-conformances whenever they see them.
- Management is responsible for establishing the quality training program for employees.

RESPONSIBILITY, AUTHORITY AND COMMUNICATION

- Managers are responsible for overseeing the implementation and effectiveness of the quality management system within their department
- Establishing the quality training program for their employees
- Provide adequate resources to maintain the quality system.
- Promote the awareness of client requirements throughout the organization.

MANAGEMENT REVIEW

GREAT's quality system is reviewed twice a year, to determine its effectiveness, by the management team to determine if it needs changes.

Information to help conduct the review includes:

- Results of internal audits
- Process performance and service conformance
- Client feedback
- Recommendations for improvements
- Supplier Performance Records
- Preventive and corrective actions.