

# Career Coaching in Residence Pilot Program

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# background & context

## strategic plan priority



Empowering  
Torontonians to  
Succeed in the  
Changing Economy

## background & context research and consultations

- Pronounced gap in career navigational support services for younger adults
- Unemployment further exacerbated by the pandemic



# program overview



Cindy  
Fruitman



Jennifer  
Gaudette



Ken  
Lee



Tharsheka  
Natkunam

# program accomplishments

## statistical summary



**461 One-on-One Consultations**



**41 Community Referrals**



**32 Programs**

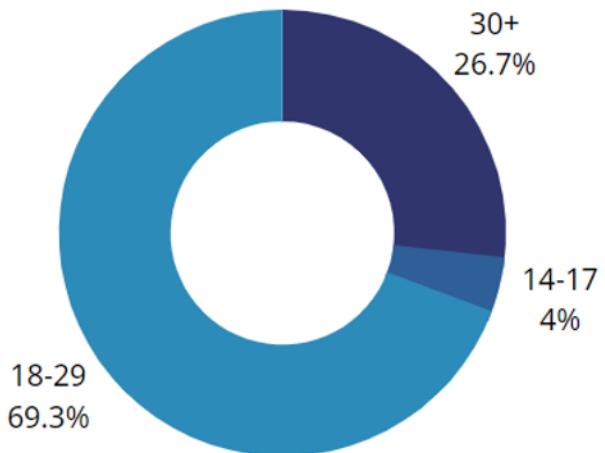


**778 Program Participants**

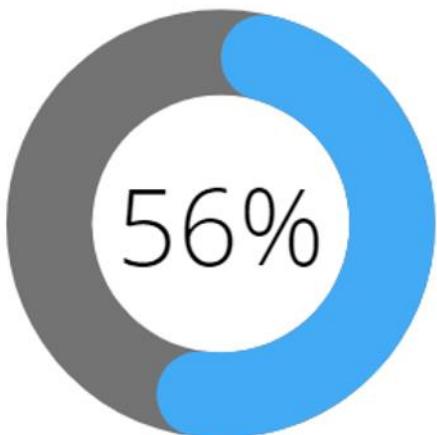
# program accomplishments

## target audience

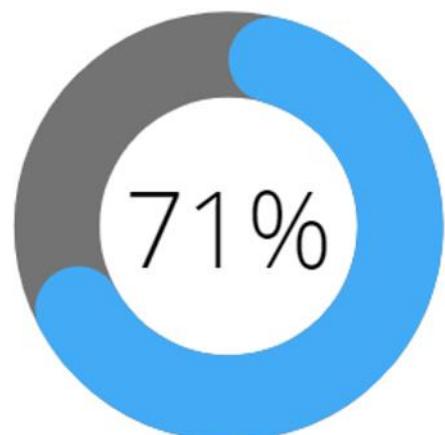
Younger Adult  
Age Groups



Unemployed or  
Precariously Employed



Difficult Financial  
Situation



# program accomplishments key collaborations

 **TORONTO** Employment & Social Services

  
Toronto District School Board

  
**TROPICANA**  
COMMUNITY SERVICES  
**EMPLOYMENT CENTRE**

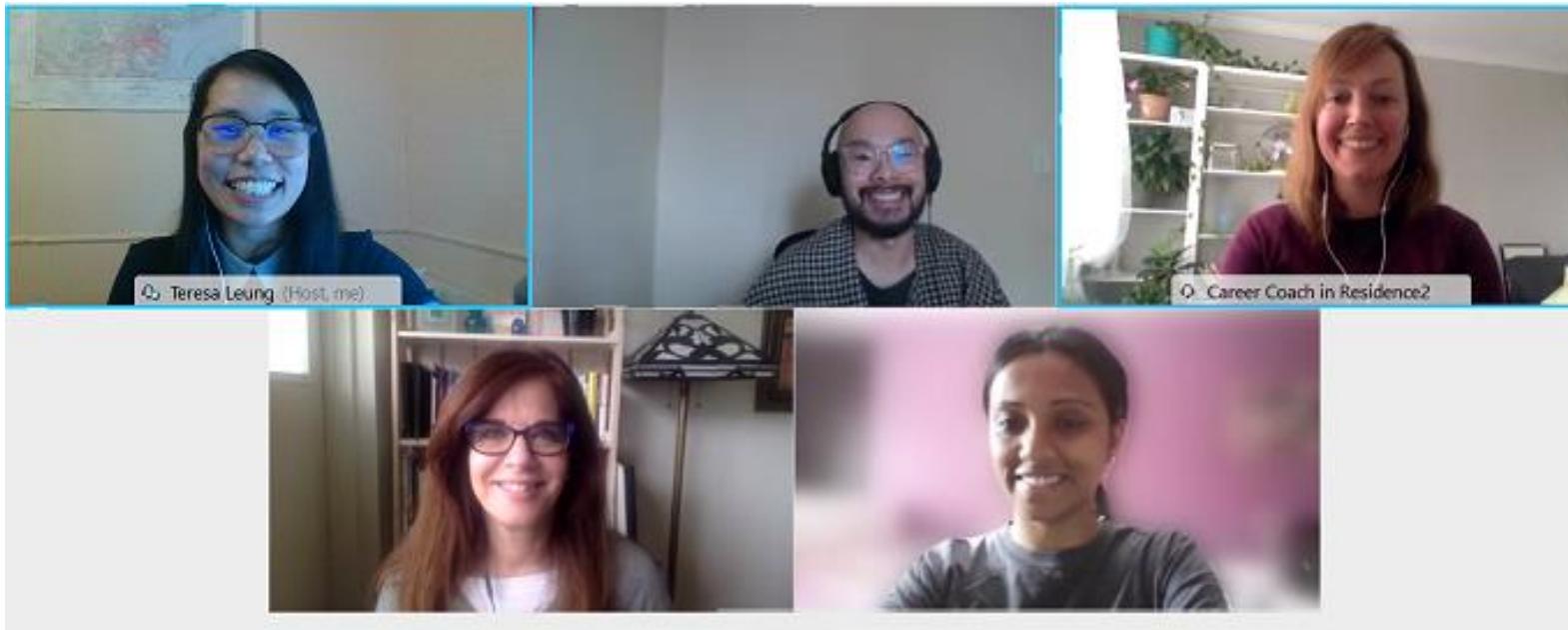
  
**npower** canada



Alternative Careers Beyond Post-Secondary online  
program with Npower, Skills Ontario and  
Hospitality Training Centre

**tpl:**

# program outcomes appointment topics in demand



Live sessions held with TPL's Senior Services Specialist  
and Career Coaches

# program outcomes program topics in demand



Recruiter Tell All online panel with Career Coach in Residence Ken  
(top left), TPL Staff (bottom right) and recruiter panelists

## success story

66

Career Coaches in Residence was an **invaluable program** for me. After several years in an entry level role after graduation, I was unsure how I wanted to grow my career, and it was difficult to commit to the cost of career counselling while my financial situation had changed as a result of the COVID-19 pandemic.

Career Coach Ken helped me consider different opportunities that might work for my interests, and his advice on my resume and cover letter made my accomplishments stand out. **I left our session with a greater confidence in my applications, which clearly came through as shortly after I landed a new role leading youth programs at a national non-profit and am loving my work so far!**

99

2021 CCIR Participant

66

As a **newcomer to Canada, everything was a bit difficult**, especially finding a job. I approached my case worker who provided me with information about the Toronto Public Library Career Coaches in Residence program. The program has not only provided me with new skills of resume writing but I have been **able to get different job offers** because of those skills. I have also been able to **enroll in college in order for me to achieve my goals and dreams**. This program has helped me realize and achieve my goals.

2021 CCIR Participant

99

# program learnings



- Clear demand for career coaching
- TPL uniquely positioned to provide this service
- Targeted, customized support needed

# next steps

- Requesting renewed funding
- Sharing knowledge with staff
- Strengthening community partnerships



Online program in partnership with  
Canadian Council for Youth Prosperity

questions?

This program is generously supported by the RBC Foundation and the Friends of the Toronto Public Library, South Chapter



Foundation

