

# Employment Profile of Afghan Refugees

DATA REPORT – March 15, 2022

Report prepared with participation,  
support and on behalf of



Report prepared by



# About the Agencies



A refugee led non-profit organization and the only national organization exclusively serving refugees seeking meaningful economic inclusion. Founded in 2016, Jumpstart focuses on the economic empowerment of newly settled refugees in Canada by facilitating meaningful employment and entrepreneurial opportunities. Jumpstart is a grassroots organization with offices in Toronto, Calgary, and Vancouver and has served 1,500+ refugees through its career readiness, employment, and entrepreneurship programming.



A community-based multicultural agency providing employment, educational, settlement and social services to all immigrant communities, new Canadians and individuals in need of assistance. Operating from 18 locations in Toronto, the Region of Peel and York Region, COSTI provides services in more than 60 languages. Last year, over 39,000 individuals received assistance.

# About the Agencies



A dynamic and diverse organization that serves communities in more than 40 languages through its five locations across Metro Toronto and Peel Region. Polycultural supports a holistic approach to serving the needs of the community by providing a diverse range of programs.

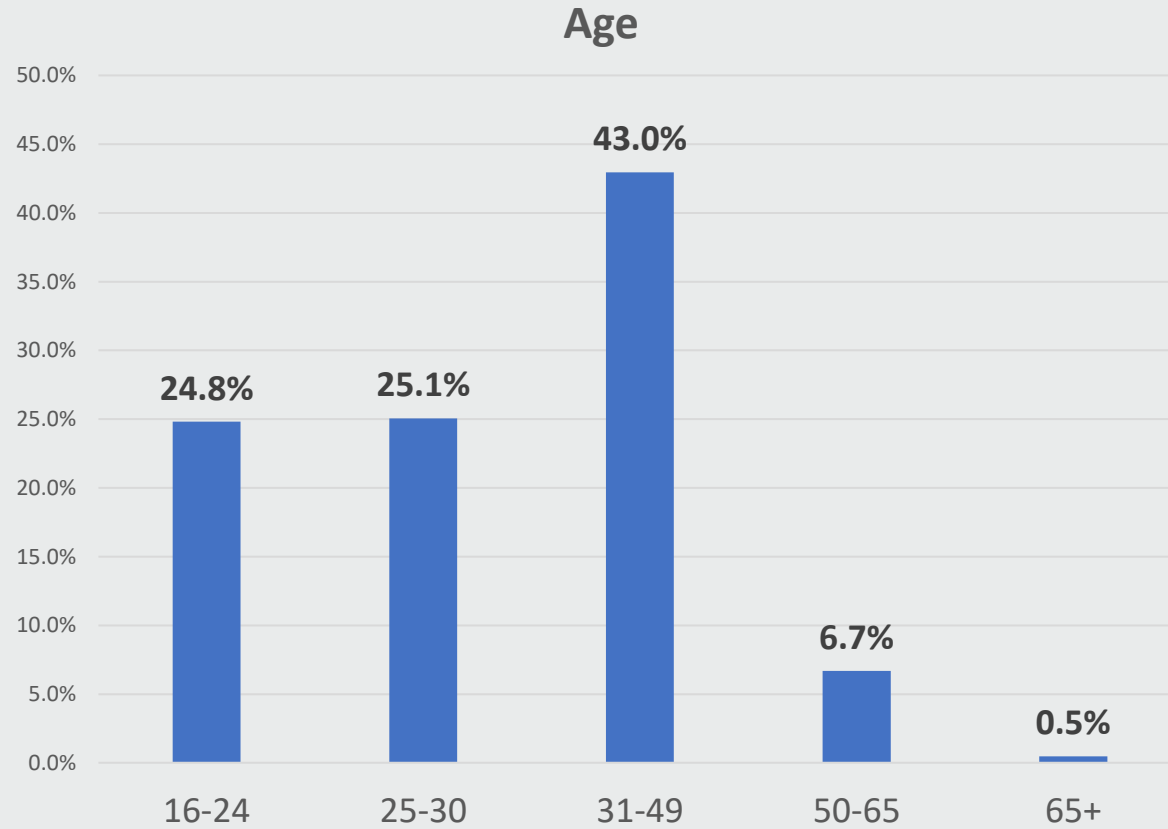


CCIS (Calgary Catholic Immigration Society) is a non-profit organization which provides settlement and integration services to all immigrants and refugees in Southern Alberta. Since inception in 1981, been a community leader with solid experience in the design and delivery of comprehensive services for our newest neighbours. Deliver these services through a dynamic multi-cultural, multi-denominational and multi-disciplinary team of professionals, who collectively speak over 60 languages.

# Data Collection Notes

- Jumpstart Refugee Talent, on behalf of COSTI Immigrant Services, Polycultural Immigrant and Community Services, and CCIS conducted employment profile intake interviews with newly settled Afghan Refugees at **7 Toronto area RAP and POE centres** operated by COSTI and Polycultural, and **1 Calgary area POE centre** operated by CCIS.
- **Intakes were conducted with individuals who expressed interest in receiving employment support. The findings of this report do not represent the profile of all Afghan refugees but only of those who expressed interest in employment support.**
- Data was collected through intake interviews by staff members with translators on-hand. A total of 838 intakes were completed (**N= 838**) between Sept 22, 2021 and March 15, 2022. 665 intakes were completed in-person and 173 were conducted by phone/video call.
- Data was not collected evenly between the 8 centres and has not been segregated by centre. Also note **Toronto represents 98.2% and Calgary represents 1.8% of completed intake interviews.**
- All graphs represent 828 unique responses, except for Languages, Industries and Perceived Employment Barriers. Those datasets allowed multiple responses per client.
- This is not a research study, but a snapshot of data collection at the time of intake. Further multi-variable analysis and qualitative conclusions will be presented in future reports.

# Age

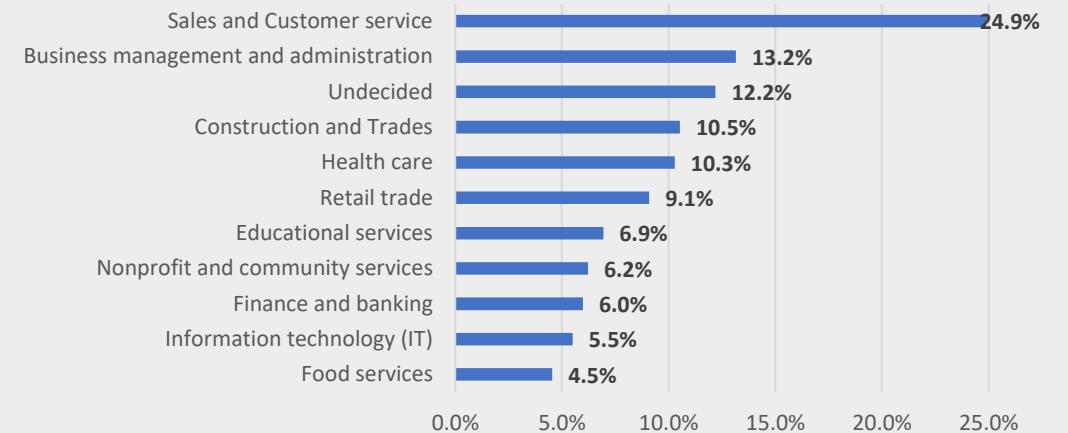


# Youth Clients' Profile

50% of clients are 30 years or younger (N\*=418). Of these youth clients:

- 39% have post-secondary education (post-secondary diploma, bachelors, masters, PhD degrees)
- 31% have an advanced level of English language proficiency.
- 75% willing/able to engage in physical employment
- 50% are 16-24 years of age
- 48% are male while 52% are female
- 60% wanted employment/support within 2 months
- 42% have no resumes/CVs whatsoever

## Top Industries Desired

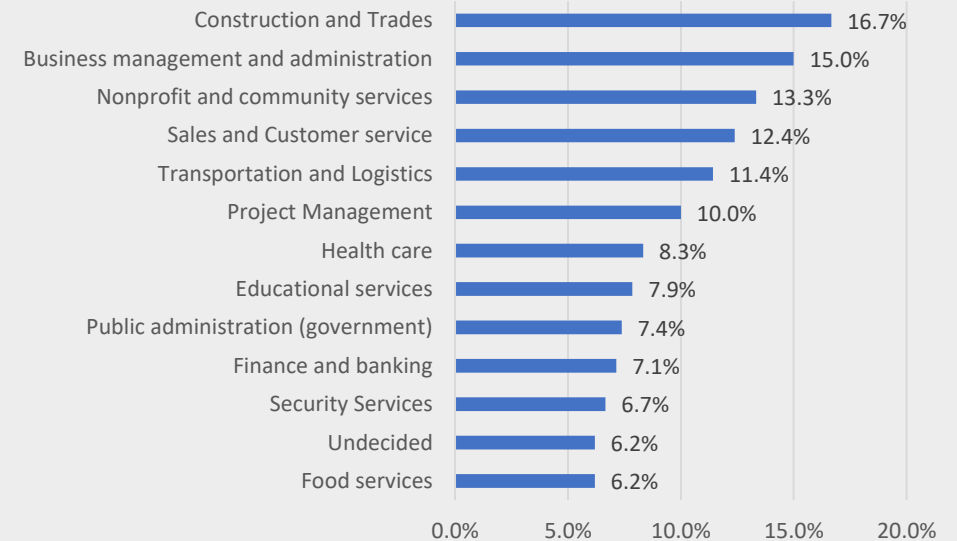


# Adult Clients' Profile

50% of clients are 31 years or older (N\*=420). Of these adult clients:

- 59% have post-secondary education (post-secondary diploma, bachelors, masters, PhD degrees)
- 45% have an advanced level of English language proficiency.
- 67% willing/able to engage in physical employment
- 14% are 50 years of age or older
- 65% are male while 35% are female
- 73% wanted employment/support within 2 months
- 31% have no resumes/CVs whatsoever

## Top Industries Desired



# Adult compared with Youth Clients

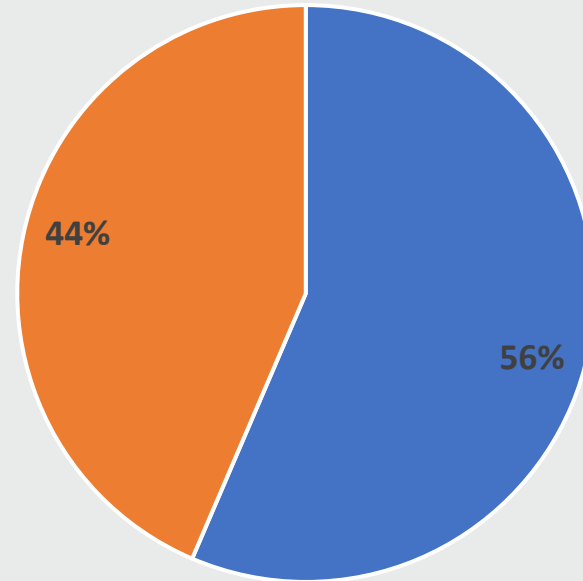
## Employment/Demographic marker

Education	Adults are more likely than youth to have completed post-secondary education (59% vs 39%)
English Language Proficiency	Adults are more likely than youth to have an advanced level of English language proficiency (45% vs 31%)
Physical Employment	Youth are more likely than adults to be willing/able to engage in physical employment (75% vs 67%)
Gender	Adults are more likely to be male and than female (65 vs 35%) Youth are evenly split (48% male, 52% female)
Employment/support Readiness	Adults are more likely than youth to want employment/support within 2 months (73% vs 60%)
Resumes	Youth are more likely than adults to have no resumes/CVs whatsoever (42% vs 31%)



# Gender

Gender



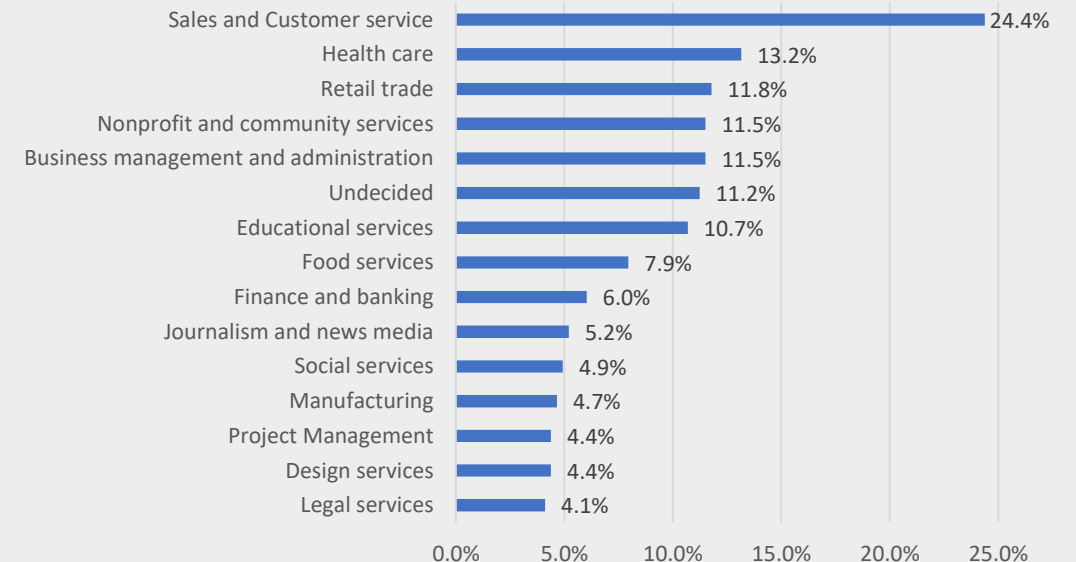
■ Male ■ Female

# Female Clients' Profile

44% of clients are females (N\*=365). Of these female clients:

- 43% have post-secondary education (post-secondary diploma, bachelors, masters, PhD degrees)
- 27% have an advanced level of English language proficiency.
- 58% willing/able to engage in physical employment
- 41% are 31 years of age or older
- 53% wanted employment/support within 2 months
- 41% have no resumes/CVs whatsoever

## Top Industries Desired

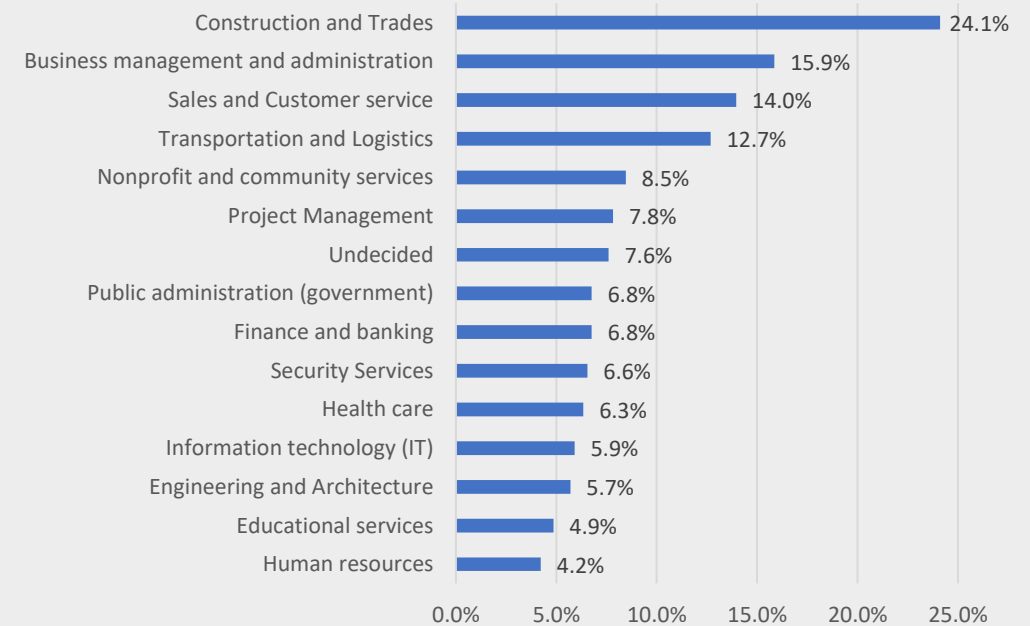


# Male Clients' Profile

56% of clients are males (N\*=473). Of these male clients:

- 54% have post-secondary education (post-secondary diploma, bachelors, masters, PhD degrees)
- 46% have an advanced level of English language proficiency.
- 82% willing/able to engage in physical employment
- 58% are 31 years of age or older
- 77% wanted employment/support within 2 months
- 33% have no resumes/CVs whatsoever

## Top Industries Desired

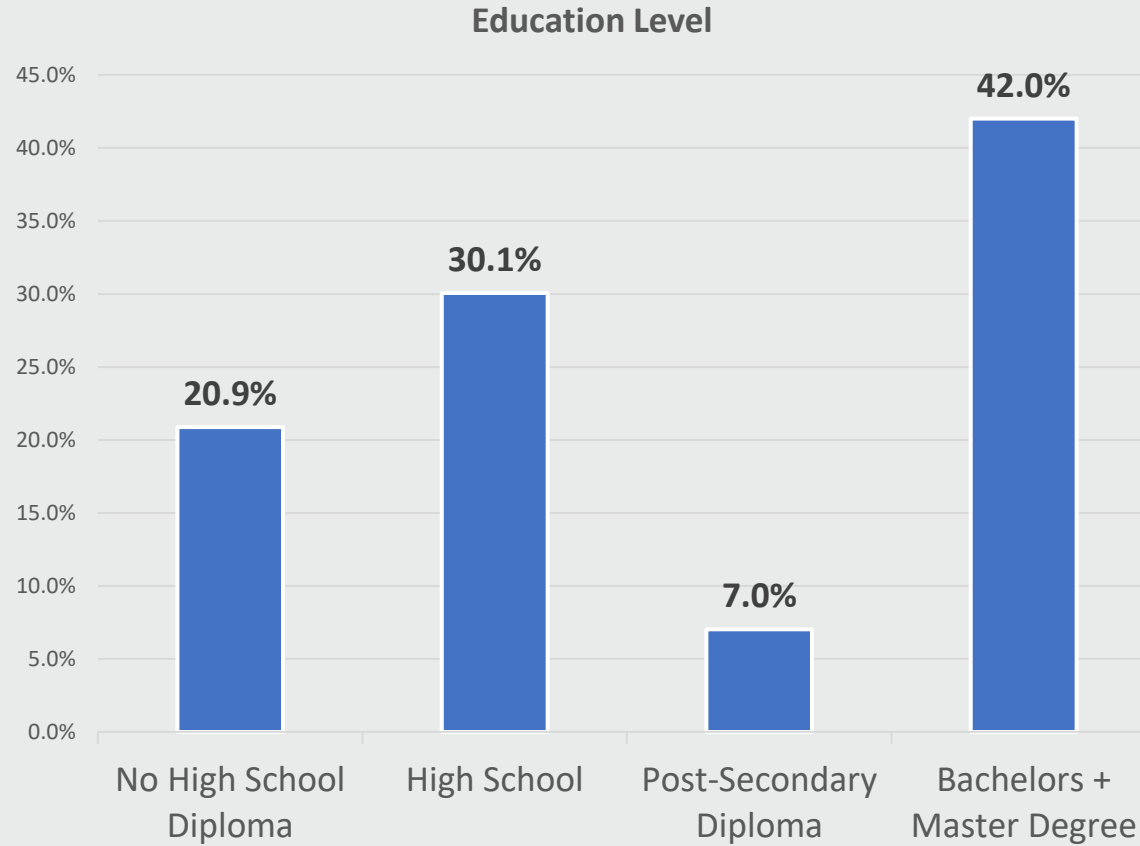


# Male compared with Female Clients

## Employment/Demographic marker

Education	Males are more likely than females to have completed post-secondary education (54% vs 43%)
English Language Proficiency	Males are more likely than females to have an advanced level of English language proficiency (46% vs 27%)
Physical Employment	Males are more likely than females to be willing/able to engage in physical employment (82% vs 58%)
Age	Males are more likely than females to be 31 years of age or older (58 vs 41%)
Employment/support Readiness	Males are more likely than females to want employment/support within 2 months (77% vs 53%)
Resumes	Females are more likely than males to have no resumes/CVs whatsoever (41% vs 33%)

# Education

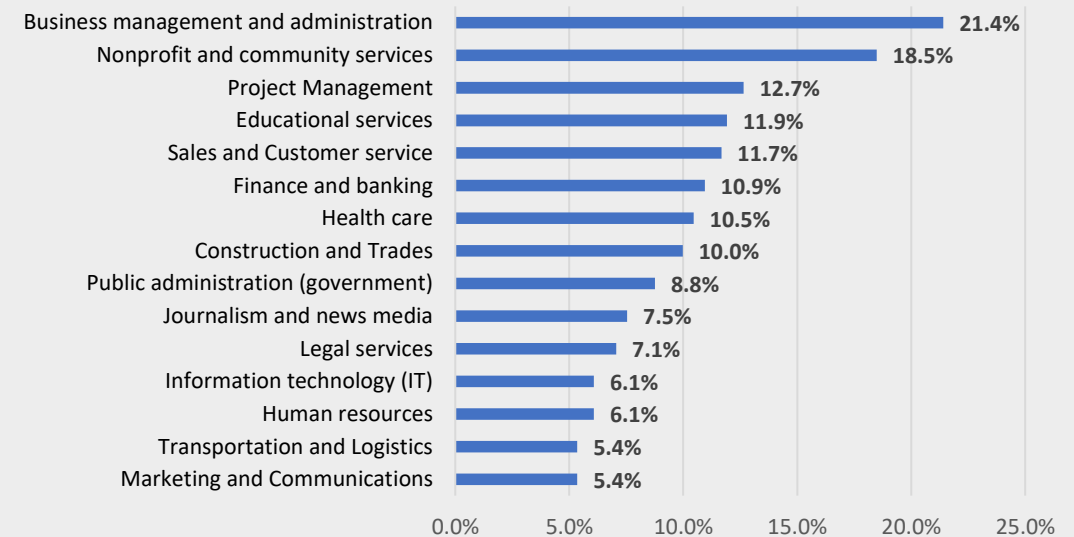


# Post-Secondary Educated Clients' Profile

49% of clients have a post-secondary education( post-secondary diploma or greater) (N\*=411). Of these post-secondary educated clients:

- 18% have post-graduate degrees (Masters, Doctorate)
- 55% have an advanced level of English language proficiency.
- 70% willing/able to engage in physical employment
- 60% are 31 years of age or older
- 62% are male while 38% are female
- 78% wanted employment/support within 2 months
- 19% have no resumes/CVs whatsoever

Top Industries Desired

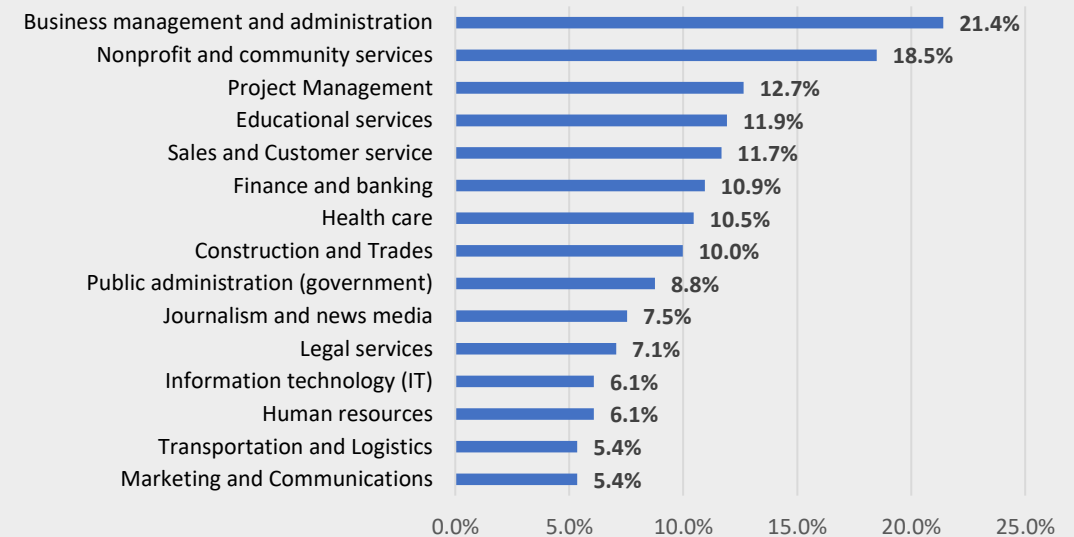


# Non-Post-secondary Educated Clients' Profile

51% of clients have a non-post-secondary education (none to high school diploma) (N\*=427). Of these clients:

- 59% have high school diplomas
- 21% have an advanced level of English language proficiency.
- 73% willing/able to engage in physical employment
- 41% are 31 years of age or older
- 51% are male while 49% are female
- 56% wanted employment/support within 2 months
- 53% have no resumes/CVs whatsoever

Top Industries Desired



# Post-secondary compared to non-post-secondary educated Clients

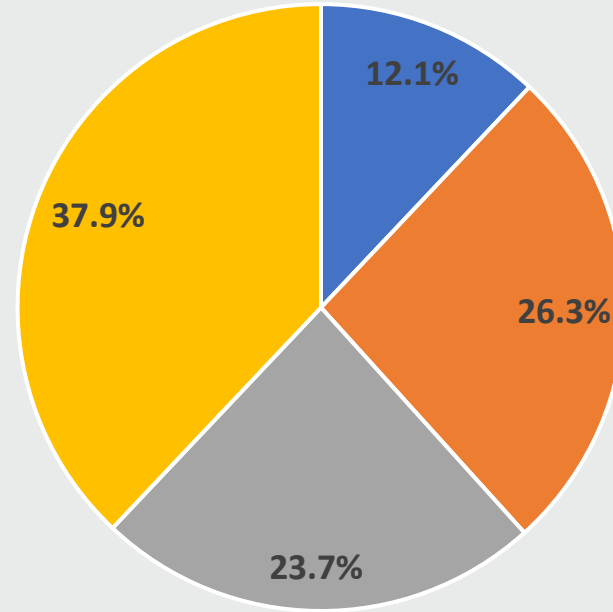
## Employment/Demographic marker

English Language Proficiency	Post-secondary educated clients are more likely to have an advanced level of English language proficiency (51% vs 21%)
Physical Employment	Post-secondary educated clients are equally likely to be willing/able to engage in physical employment (70% vs 73%)
Age	Post-secondary educated clients are more likely to be 31 years of age or older (60% vs 41%)
Gender	Post-secondary educated clients are more likely to be males than females (62% vs 38%) Non-post-secondary educated clients are equally likely to be males than females (51% vs 49%)
Employment/support Readiness	Post-secondary educated clients are more likely to want employment/support within 2 months (78% vs 56%)
Resumes	Non-post-secondary educated clients are more likely to have no resumes/CVs whatsoever (53% vs 19%)



# Language Proficiency

English Language Proficiency



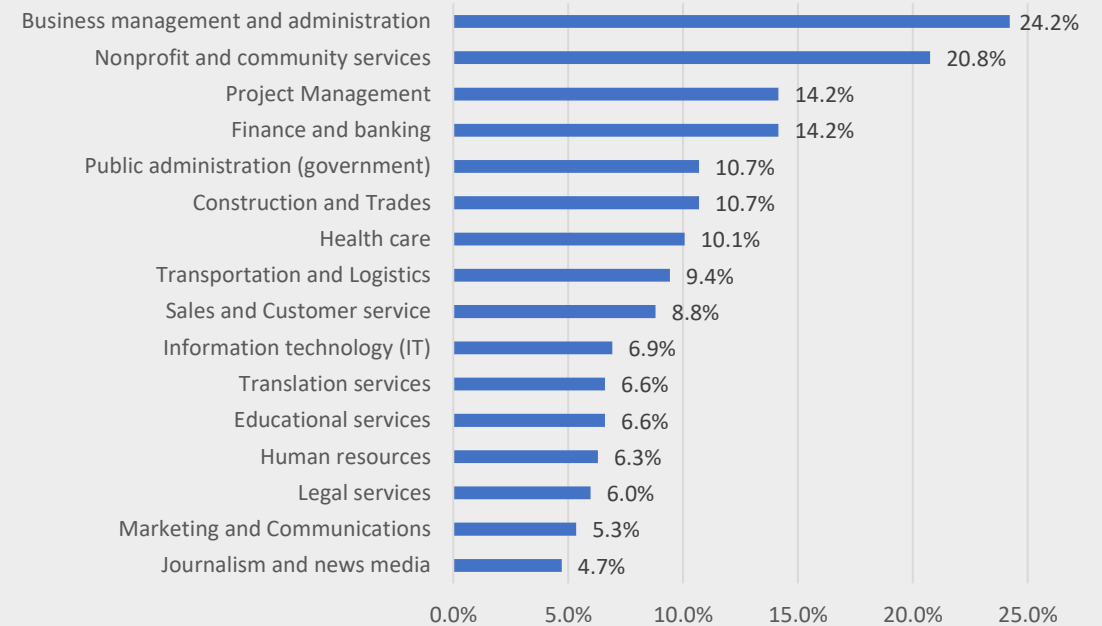
■ None ■ Basic ■ Intermediate ■ Advanced

# Advanced English Language Proficiency Clients' Profile

38% of clients have an advanced level of English language proficiency (N\*=318). Of these clients:

- 71% have post-secondary education (post-secondary diploma, bachelors, masters, PhD degrees)
- 73% willing/able to engage in physical employment
- 59% are 31 years of age or older
- 69% are male while 31% are female
- 84% wanted employment/support within 2 months
- 15% have no resumes/CVs whatsoever

## Top Industries Desired

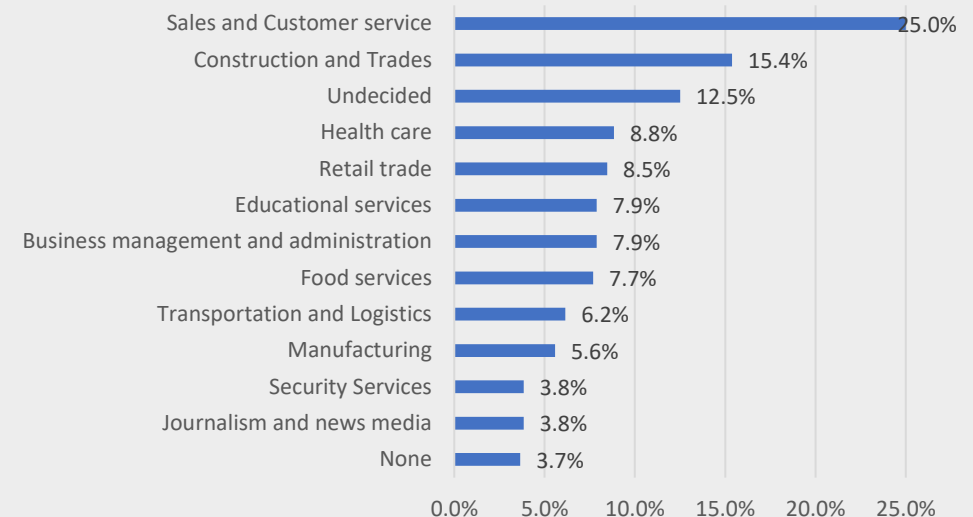


# Lower English Language Proficiency Clients' Profile

62% of clients have lower English language proficiency (none to intermediary) (N\*=520). Of these clients:

- 35% have post-secondary education (post-secondary diploma, bachelors, masters, PhD degrees)
- 71% willing/able to engage in physical employment
- 44% are 31 years of age or older
- 49% are male while 51% are female
- 56% wanted employment/support within 2 months
- 44% have no resumes/CVs whatsoever

## Top Industries Desired



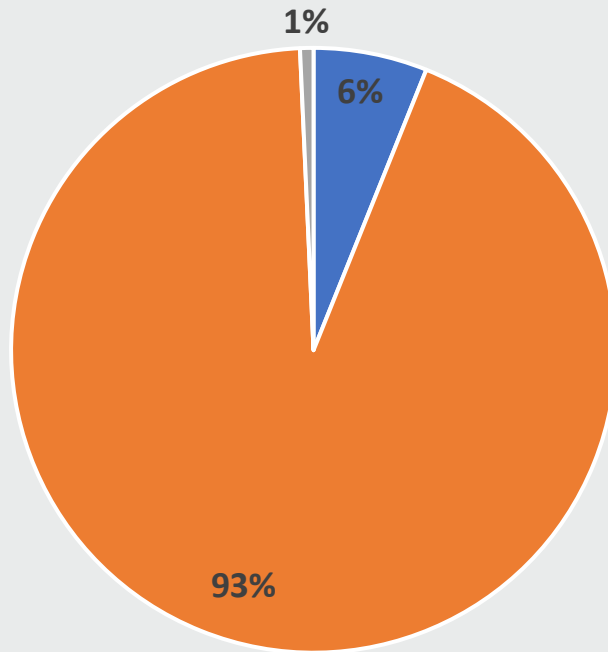
# Advanced compared lower English Language Proficiency Clients

## Employment/Demographic marker

Education	Advanced English language proficiency clients are more likely to have a post-secondary education (71% vs 35%)
Physical Employment	Advanced English language proficiency clients are equally likely to be willing/able to engage in physical employment (71% vs 73%)
Age	Advanced English language proficiency clients are more likely to be 31 years of age or older (59% vs 44%)
Gender	Advanced English language proficiency clients are more likely to be males than females (69% vs 31%) Lower English language proficiency clients are equally likely to be males and females (49% vs 51%)
Employment/support Readiness	Advanced English language proficiency clients are more likely to want employment/support within 2 months (84% vs 56%)
Resumes	Lower English language proficiency clients are more likely to have no resumes/CVs whatsoever (44% vs 15%)

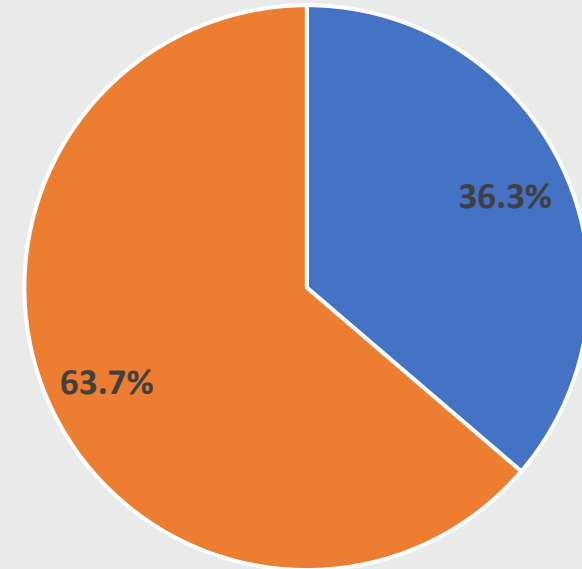
# Client Employment Status and Resume Status

Employment Status (at Intake)



■ Not actively seeking employment   ■ Unemployed   ■ Underemployed

Resume/CV



■ No Resume at all   ■ Has a resume

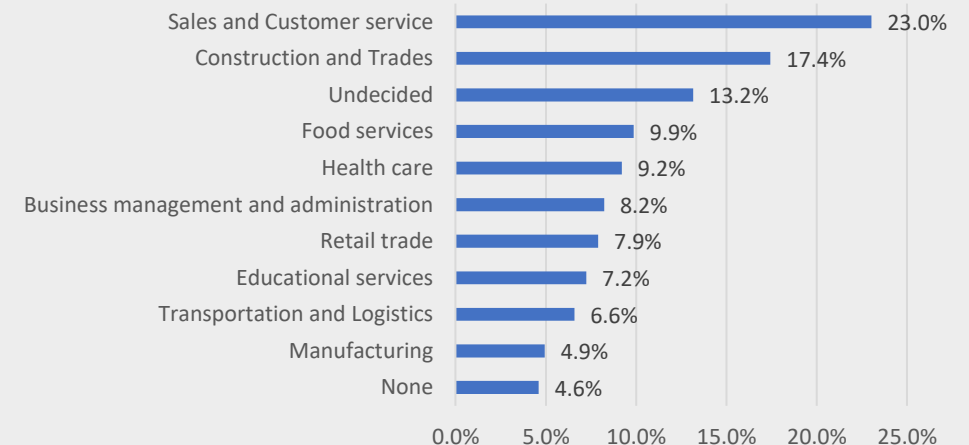
# No Resume Clients' Profile

36% of clients have no resume/CV whatsoever (N\*=304). Of these clients:

- 25% have post-secondary education (post-secondary diploma, bachelors, masters, PhD degrees)
- 16% have an advanced level of English language proficiency.
- 70% willing/able to engage in physical employment
- 42% are 31 years of age or older
- 50% are male and 50% are female
- 56% wanted employment/support within 2 months

Given the importance of a resume/CV to pursuing career growth and employment, settlement agencies should be advised to provide **immediate attention**.

## Top Industries Desired

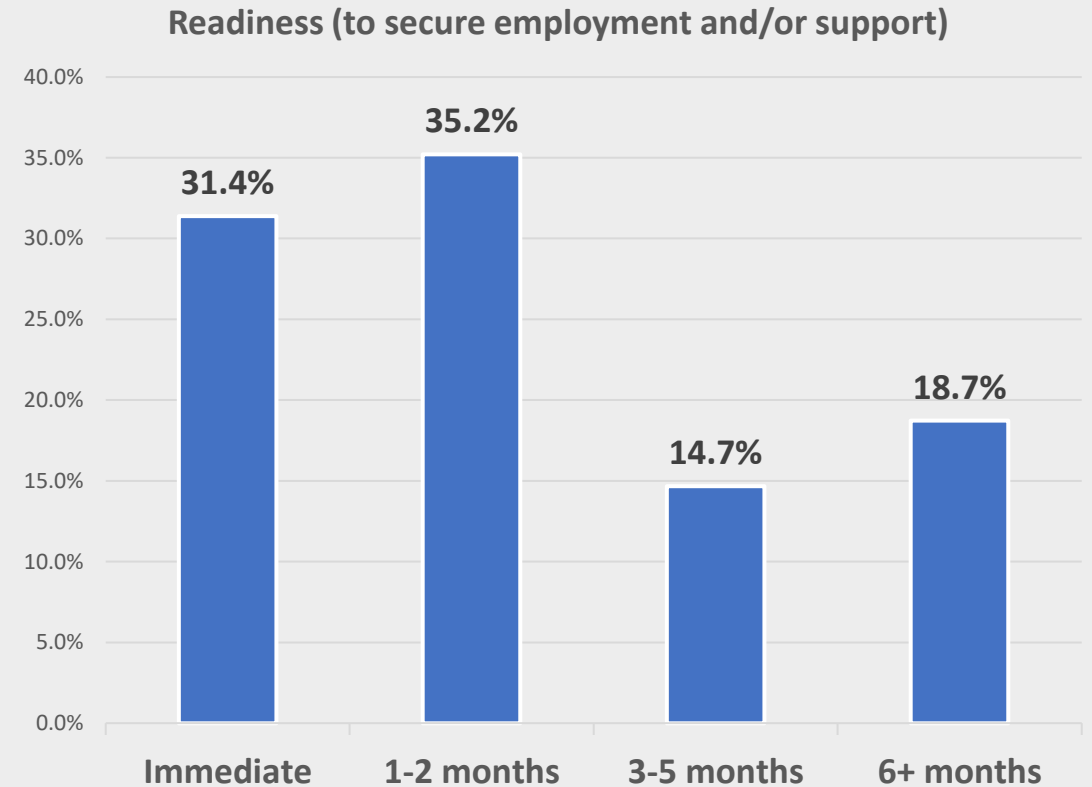


# Readiness for Employment/Support

67% of clients wanted to receive employment/support immediately or within two months (N\*=558)

Of these clients:

- 57% have post-secondary education (post-secondary diploma, bachelors, masters, PhD degrees)
- 48% have an advanced level of English language proficiency.
- 76% willing/able to engage in physical employment
- 55% are 31 years of age or older
- 65% are male and 35% are female
- 31% have no resumes/CVs whatsoever



# Urgent Readiness for Employment/Support

67% of clients wanted to receive employment/support immediately or within two months (N\*=558)

## Language & Education

- 35% of these clients have both an advanced level of English language proficiency and a post-secondary education
- 24% of these clients have both a lower level of English language proficiency (none, basic, or intermediary) and a non-post-secondary education (high school or less).

When considering immediate employment, efforts should be made to distinguish between those who are

- Received less education and less English proficient, who may want urgent entry-level employment
- Post-secondary educated and language proficient, and more ready for skilled employment

## Gender

53% of females requested employment/support within two months while it is 77% for males. This implies that males are much more likely to request urgent employment/support than females.

## Employability

60% of these clients had not received their SIN at the time of intake. Additionally, 31% of these clients indicated they have no resume/CV at all. This implies a considerable portion of those expressing a need for urgent employment support would face barriers to gain employment in the immediate term, even with employers motivated to hire.



# Physical Employment

71% of clients indicated ability/willingness to secure physical employment (N\*=598)

## Gender

57% of females indicated ability/willingness to secure physical employment while it was 82% of males. This implies males are much more likely to accept physical employment requirements than females.

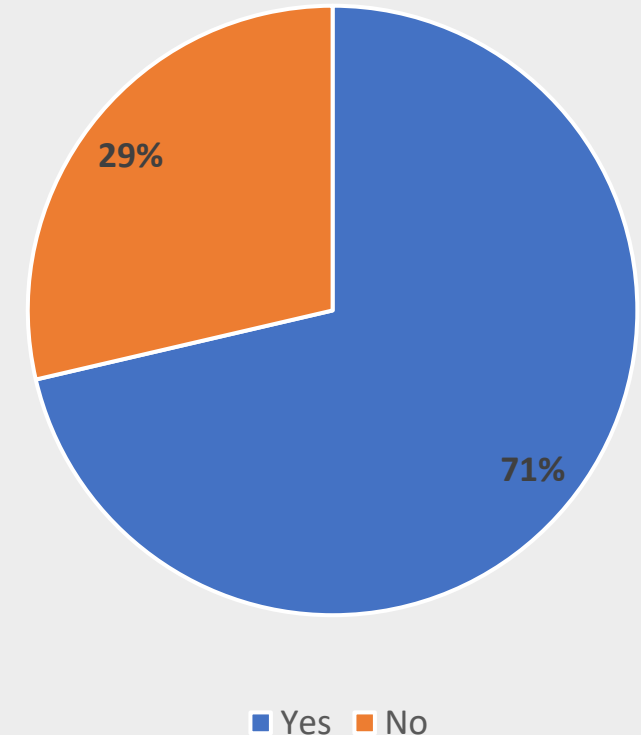
## Age

75% of youth (30 years and younger) indicated ability/willingness to secure physical employment while it is 67% for those over 30 years of age. This implies that youth are slightly more able/willing to secure physical employment than those over 30 years of age.

## Other variables

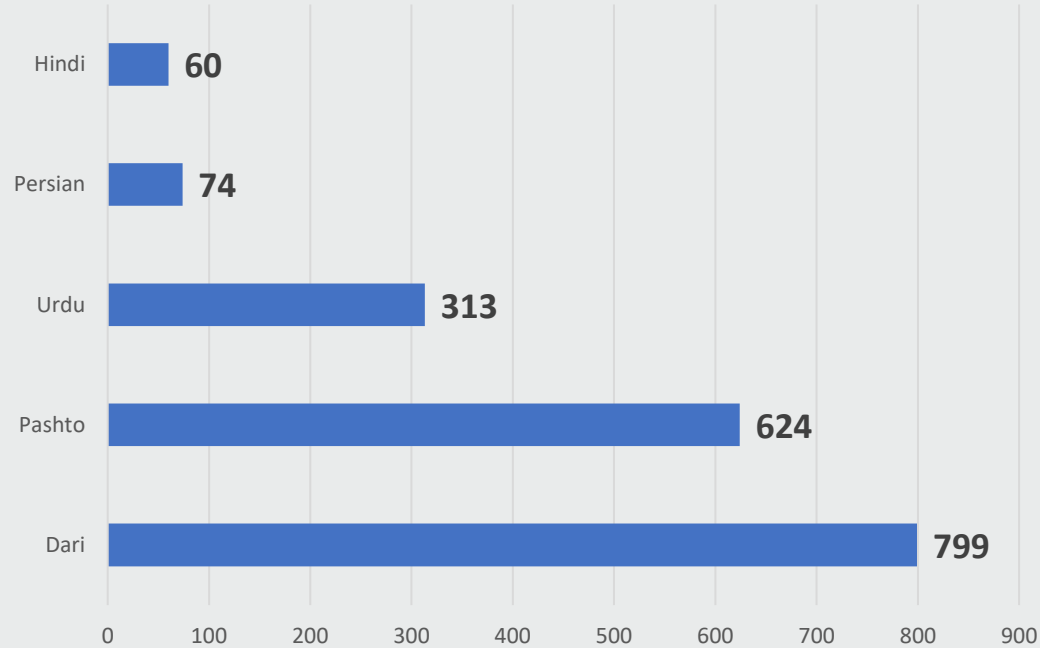
Education, language proficiency did not play a significant factor.

Ability/willingness to engage in Physical Employment

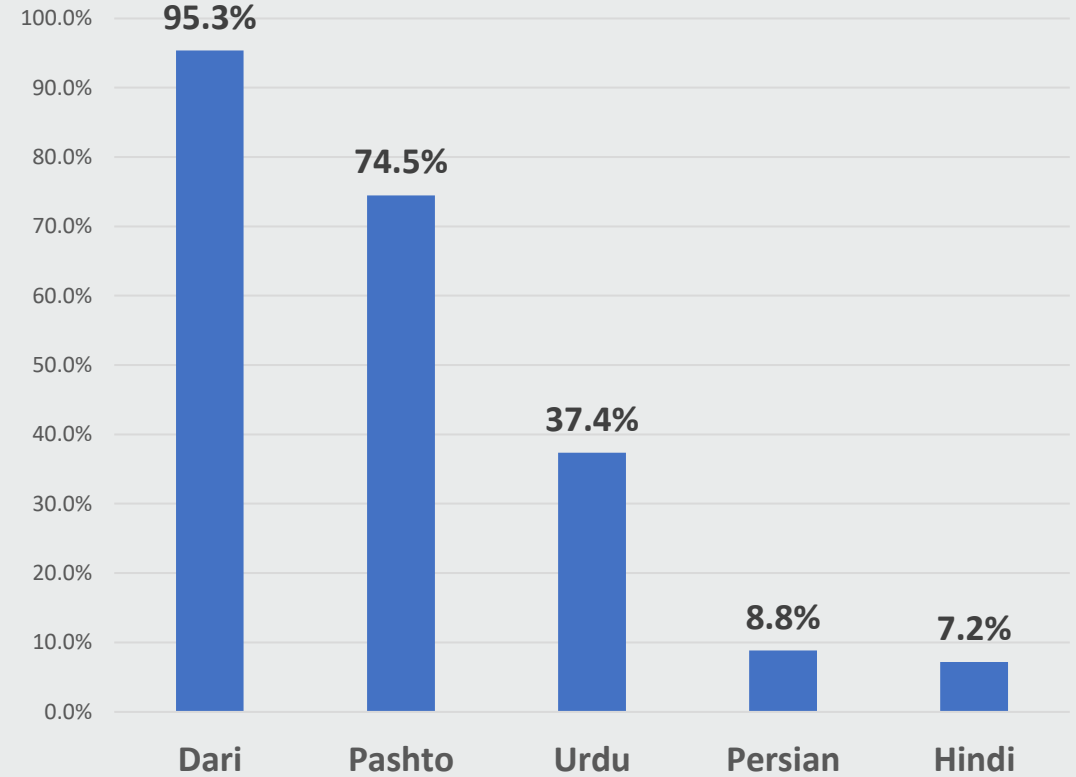


# Languages

Languages by response



Languages by % of N

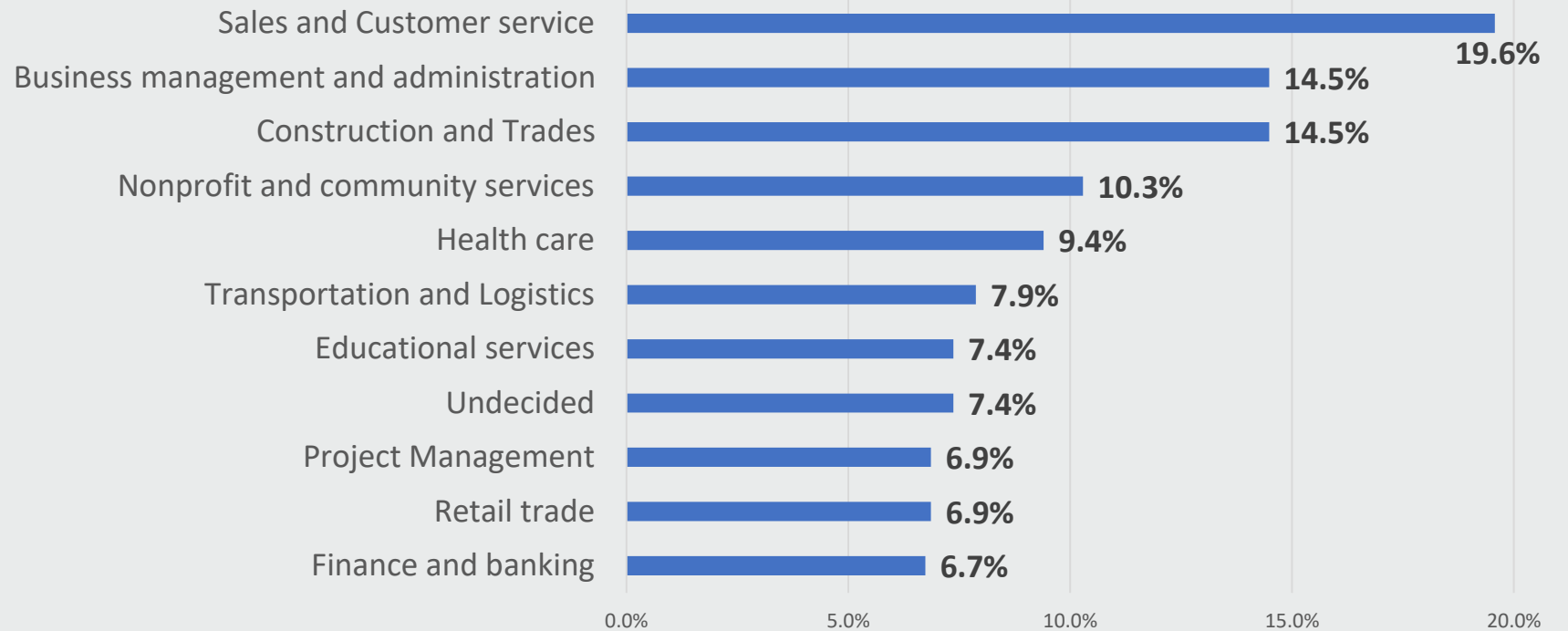


- Multiple responses per client exist

# Industries/Professions Desired

Industries Desired	Count
Sales and Customer service	154
Business management and administration	114
Construction and Trades	114
Nonprofit and community services	81
Health care	74
Transportation and Logistics	62
Educational services	58
Undecided	58
Project Management	54
Retail trade	54
Finance and banking	53
Food services	44
Public administration (government)	42
Journalism and news media	34
Manufacturing	33
Information technology (IT)	31
Security Services	31
Legal services	29
Engineering and Architecture	28
Human resources	27
Social services	27
Marketing and Communications	26
Translation services	23
Design services	20
Travel and Accommodations	19
Arts, entertainment and recreation	16
Accounting	15
Utilities	15
Scientific and Technical services	9
None	7
Agriculture	6
Real estate	6
Telecommunications	4
Wholesale trade	4
Waste management	3
Mining, quarrying, oil and gas	2
Advertising and Public Relations	1
Environmental services	1
<b>Total</b>	<b>1379</b>

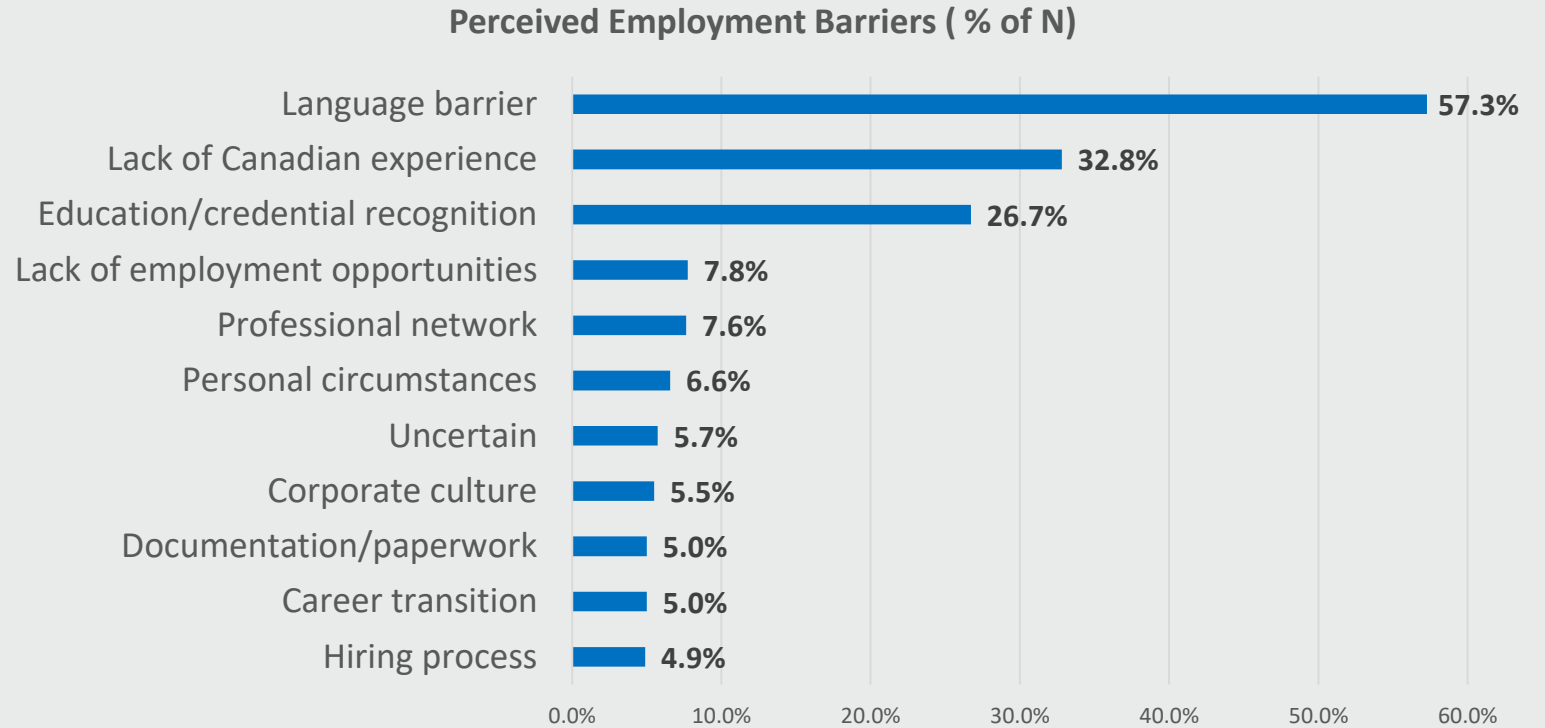
Top Desired Industries (% of N\*)



- N\* = 787 , as it excludes clients not actively seeking employment
- Multiple responses per client exist, with clients intersecting anywhere between 1-4 industries/professions each.

# Perceived Employment Barriers

Perceived Employment Barriers	Count
Language barrier	480
Lack of Canadian experience	275
Education/credential recognition	224
Lack of employment opportunities	65
Professional network	64
Personal circumstances	55
Uncertain	48
Corporate culture	46
Career transition	42
Documentation/paperwork	42
Hiring process	41
Interview skills	12
Lack time due to survival income	5
Mental health/motivation	3
Discrimination/bias	2
Refugee claimant status	1
<b>Total</b>	<b>1405</b>



- Multiple responses per client exist, with clients intersecting anywhere between 1-4 barriers each.
- Note these are client perceived barriers. They can help to inform and influence actual barriers.

## Additional Findings

- Many clients do not have their own unique contact information
  - Only 45% of clients have a unique Canadian phone number
  - Only 80% of clients have a unique email address

This will create significant communication challenges after they depart POE/RAP centres. Clients should be supported to receive unique phone numbers and emails as quickly as possible to ensure clients can be served by government, settlement agencies and gain access to meaningful employment.

- Clients who do not have unique emails should be supported to create an email very early on in the settlement process and should not rely on the emails of relatives. However, this can be problematic given that many email platforms now require mobile number verification to create an email address.
- Clients should be supported to secure Canadian phone numbers as early on as possible. Without support, clients are left to navigate the myriad of vendor options on their own and may end up incurring very significant monthly costs, which is especially detrimental given their fixed financial assistance.

For report inquires, please contact

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