

EmployNext  
powered by serco

# IMPACT AT WORK

# 2025



**A collection of  
real-world  
hiring wins  
powered by  
purpose and  
partnership.**

Canada

EMPLOYMENT  
ONTARIO

Ontario



# HELLO

## FROM THE EMPLOYNEXT EMPLOYER OUTREACH TEAM

Over the past year, we've seen firsthand how Ontario employers like you are not only filling roles faster but also creating meaningful opportunities for people who are ready to work and eager to contribute.

And the results speak for themselves:

- **Hundreds of jobseekers** placed into full-time roles across sectors like healthcare, retail, tech, and skilled trades
- Employers reporting **faster time-to-hire and better candidate fit** through our digital platform, Thrive
- **Success stories** of newcomers, youth, and individuals overcoming barriers—now thriving in workplaces like yours

**What sets EmployNext apart is simple:** We combine no-cost hiring support, pre-screened talent, and ongoing coaching to help you build a workforce that's ready for what's next.

Whether you're hiring for one role or scaling a team, we're here to make the process easier, faster, and more impactful—for your business and your community.

Let's keep building the future—**together.**



# PURPOSE-DRIVEN HIRING IN A TIGHT MARKET

## AN ONTARIO EMPLOYER'S SUCCESS WITH EMPLOYNEXT'S EMPLOYMENT SERVICES



As an employer in Kingston, we were facing a challenge: finding a reliable, skilled candidate for an administrative role with someone who could hit the ground running and grow with our team.

That's when we partnered with ReStart Employment Services, part of the EmployNext powered by Serco network. Their team introduced us to a candidate who had recently overcome significant personal challenges, including job loss and housing insecurity due to caregiving responsibilities.

What stood out wasn't just the candidate's resilience. It was the level of preparation and support they received through ReStart:

- A professionally crafted resume using Thrive software
- Pre-screening and coaching from an Employment Coach
- Immediate access to community supports to ensure stability

When we interviewed the candidate, it was clear they were ready to contribute. With ReStart's help, we were able to move quickly offering employment that not only filled a business need but also helped the candidate secure stable housing. The result?

- A motivated, job-ready employee
- A seamless hiring process
- Ongoing support from ReStart to ensure a smooth transition

Partnering with an employment service provider didn't just help us hire. It helped us make a difference.



# GOING FROM JOB FAIR TO JOB READY

## HOW EMPLOYNEXT HELPED US HIRE WITH CONFIDENCE

“As a healthcare employer in need of a dependable and compassionate Personal Support Worker (PSW), we were struggling to find candidates who were both qualified and ready to work.

That changed when we partnered with an Ontario employment services provider. Through their support, we were introduced to a newcomer to Canada who was actively enrolled in a PSW program at Loyola. While the candidate had the right training, they were having difficulty breaking into the local job market.



What impressed us was the level of preparation and support the candidate received:

- A polished resume created through Thrive software
- Job search coaching and interview readiness
- Encouragement to attend a local job fair where we met them

We interviewed the candidate on the spot and were immediately impressed by their professionalism, motivation, and alignment with our values. We extended an offer shortly after and they've been a valued member of our team ever since.

Working with an employment services provider helped us fill a critical role quickly, with a candidate who was ready to contribute from day one.

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# FROM RESETTLEMENT TO RESULTS

## HIRING WITH PURPOSE AND IMPACT

As a local jewelry business, we're always looking for team members who bring creativity, passion, and a personal touch to customer service. But finding someone who truly aligns with our values and understands our craft isn't always easy. That's why partnering with EmployNext was a game-changer.

Through their support, we were introduced to a newcomer from Ukraine who had recently arrived under the Ukraine Emergency Program. Despite facing language barriers, they had a clear passion for crafting and jewelry making—exactly the kind of enthusiasm we value.

Thanks to employment services support, the candidate received:

- Pre-employment training and job readiness support
- Interview preparation tailored to our role
- Financial assistance for transportation and work clothing

We met the candidate through a placement opportunity arranged by the Job Developer. Their professionalism, eagerness to learn, and genuine interest in our products made the hiring decision easy.

Since joining us, they've grown tremendously. They enhanced their customer service and language skills, and eventually transitioned into a stable, full-time role that aligns with their long-term goals.

This wasn't just a hire. It was a meaningful investment in someone's future and a valuable addition to our team.

# FROM BARRIERS TO SUCCESS

## HOW WE FOUND A LOYAL EMPLOYEE THROUGH EMPLOYNEXT'S SERVICES



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As a large employer with frequent openings for stock associates, we're always looking for reliable, motivated individuals who are ready to work and grow with us. But finding the right fit—especially someone who can thrive in a fast-paced environment—can be a challenge.

That's why partnering with EmployNext proved to be a smart move for our business and local community.

Through this partnership, we were introduced to a candidate who had been receiving support through the Ontario Disability Support Program (ODSP). Despite facing barriers to sustainable employment, they showed strong motivation and a desire to contribute meaningfully to the workforce.

With the help of EmployNext's local employment service provider:

- The candidate received job readiness support tailored to their needs
- We were able to offer a temporary stock associate position that matched their abilities
- Ongoing detailed collaboration ensured a smooth onboarding and workplace integration

Over time, that temporary role evolved into full-time employment with benefits. The candidate not only became a dependable member of our team—they also transitioned off ODSP, gaining financial independence and long-term stability.

This experience showed us that inclusive hiring isn't just the right thing to do - it's a smart business decision.

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*This wasn't just a hire. It was a strategic decision that saved us time, reduced risk, and delivered real impact.*

# THE RIGHT HIRE, RIGHT NOW

## “ WHY WE PARTNERED WITH EMPLOYNEXT

As an employer, we're no strangers to the challenges of hiring. Traditional recruiting often means sifting through dozens of resumes, scheduling interviews, and hoping the right candidate shows up. It's time-consuming, expensive, and doesn't always deliver. That's why we turned to EmployNext powered by Serco and the difference was immediate.

In early January, we were introduced to a candidate through EmployNext's program. They were actively engaged, using the Thrive platform to update their resume, complete job search tasks, and apply to roles that genuinely interested them.

Unlike traditional applicants, this candidate came to us:

- Pre-screened and job-ready
- Motivated and supported by a job coach
- Equipped with tools and training tailored to our industry

We interviewed them and offered a full-time position starting January 22. The entire process—from application to onboarding—was faster, smoother, and more aligned with our needs than any job board or agency could offer. Because of the support they received through EmployNext, the candidate was ready to work and ready to thrive.





# HIRING SMARTER IN TECH

## HOW EMPLOYNEXT HELPED US HIRE WITH CONFIDENCE

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As a local employer in the tech space, we're always on the lookout for candidates who are not only technically capable but also proactive and ready to grow. That's exactly what we found when we partnered with EmployNext.

Earlier this year, we were introduced to a candidate who had just started searching for a job. They were exploring both training and employment options in the IT field—exactly the kind of ambition we like to see.

What impressed us most was how they used the Thrive platform to prepare:

- They completed a SkillsID assessment to clarify their strengths
- Used the Career Path Explorer to align their goals with real job opportunities
- Updated their resume and cover letter with support from their job coach
- Applied to roles, including ours, directly through Thrive

By the time their application reached us, they were polished, focused, and ready to contribute. We brought them in for an interview and quickly offered them a full-time role as an Information Systems Testing Technician.

The process was faster, more efficient, and more targeted than traditional recruiting—and we gained a motivated, job-ready team member.

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# HIRING SPOTLIGHT



**MELISSA**  
*Cambridge, ON*

After a long career and a sudden layoff, Melissa came to us through an EmployNext employment services provider. With their support, she was prepared, motivated, and ready to contribute. Melissa told us it was the first time in 43 years she'd been hired on her own merit—and we're proud to be the employer who saw her potential.

Carlos joined our team during a time of financial hardship for his family. Thanks to a local EmployNext employment service provider, he was job-ready and eager to work. His spouse, Magdalena, is now being considered for a building manager role that would provide housing. It was a turning point for a family and a win for our business.



**CARLOS**  
*Guelph, ON*



**ERIC**  
*Kingston, ON*

Eric's journey from recovery to purpose led him to healthcare. With support from a local employment services provider, he began volunteering and is now thriving in a full-time Personal Support Worker training program. His story reminds us that when we invest in people, we invest in the future of care.



# CONTACT US



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