

## Strategic Plan 2016-2020

### Mission

JobStart empowers clients and employers to maximize their potential through participation in a variety of career and personal growth programs and services.

### Vision

Create innovative opportunities for successful and sustainable futures.

### Strategic Directions

#### Enhance and Expand Services

Deliver a variety of proactive programs and services that meet the diverse and changing needs of clients, employers and community.

#### Continuous Improvement Process

Review systems and practices to maximize human and financial resources toward cost-effective program delivery and capitalize on opportunities to ensure excellence in organizational performance.

#### Strengthen Strategic Alliances

Align JobStart with organizations to share resources, streamline service delivery, and to maximize value to clients, employers and funding partners.

### Value Statements

#### Customer Centred

Our customers are our clients, community, employers, funders and partners; our programs and services are designed to respond to their changing needs.

#### Partnerships

Our relationships create opportunities to maximize community resources and deliver unique and innovative approaches to service delivery coordination.

#### Respect

We respect the dignity and rights of each individual; we honour and acknowledge diversity in the backgrounds, experiences and abilities of our JobStart team and those we serve.

#### Professionalism

We are accountable for our actions, focus on achieving results for the success of our customers, and deliver high quality service through a dedicated JobStart team.

#### Leadership

We provide strategic guidance and collaborate with community partners to share our knowledge, expertise and best practices.