



## Get to Know the Northwest SSM EmployNext Team !



**Chanelle Pépin, Director, Employment Services**

Chanelle is a bilingual leader with 14+ years of experience in employment and training sector, focused on equity-driven, community-based initiatives. She joined Serco's Ontario Employment Services Team in November 2022 as Bilingual Employment Services Manager, supporting francophone service providers in Phases 1 and 2. Previously, she managed Employment and Immigration Services at Collège Boréal and was the Francophone Coordinator for a Toronto Metropolitan University pilot project, strengthening provincial relationships through innovative workforce solutions. Chanelle expanded bilingual services, including language training for francophone newcomers in Northern Ontario, and was invited to represent the Northeastern region on the Ontario Region Ukrainian Response Table.



**Crystal Gionette, Indigenous Community Navigator**

Indigenous Community Navigator Crystal, an Anishinaabe Kwe from Flying Post First Nation, began as the Indigenous Community Navigator for EmployNext in July 2024, working remotely from Nipigon, ON. She has been deeply involved in grassroots initiatives focused on Anishinaabe governance, education jurisdiction, and children's mental health. Crystal works closely with Elders and knowledge keepers to strengthen her cultural ties, coming from the Bear Clan with ancestors along Lake Superior. She holds diplomas in Social Services from Confederation College and Native Child and Family Work from Negahneewin College. Her work focuses on advocating for Indigenous peoples and collaborating with service providers to ensure equal opportunities for Indigenous job seekers.



**Alicia Malcolm-DaCosta, Director, Skills and Workforce Development**

Alicia has 11+ years of experience in community and employment services across Southern Ontario, developing and managing programs for youth with higher support needs and Integrated Employment Services participants. Before joining Serco, she led the Youth and Student strategy for the province's largest EO provider. With a background in Youth Justice and Interventions, Alicia has worked with key community stakeholders, including school boards, police, Children's Aid, Social Assistance, and others to support client and community needs. She joined the EmployNext team as an Employment Services Manager in March 2023, contributing to the development and implementation of Phase 1 and Phase 2 catchments.



**Tim Miller, Employment Services Manager**

Tim has been an Employment Services Manager with the Kingston Pembroke catchment, where he has been supporting Service Providers through the launch and implementation of IESD over the past year. Tim brings several years of experience working as an EO provider in Eastern Ontario in data analyst and site coordinator roles. Tim's EO experience is complemented by a background in corporate program delivery and a brief stint as a print and photojournalist.



**Stacey Cress, Indigenous Relations Manager**

Stacey brings 30+ years of experience in which he has worked in both the non-profit and the Corporate sectors for both Indigenous organization/Communities and Corporate Canada in a wide range of areas from child & family development, health & wellness to Traditional & Landbase Healing. Stacey has been a natural conduit in facilitating an understanding and relationship development with Indigenous Peoples, Communities and Non-Indigenous professionals of the Health Sector, Community Services, Business Development and speaking at a number of conferences.



**Crystal Olson, Community Outreach Manager**

Crystal brings over 20 years of experience in Education, Economic, and Workforce Development across Northwestern Ontario. In her current role, she is dedicated to fostering regional collaboration to strengthen employment services across the region. Crystal holds both an HBA and a B.Ed. in History from Lakehead University. Beyond her professional work, she actively participates in community and economic development through various volunteer activities. Crystal enjoys a homesteading lifestyle on her small farm outside of Kakabeka Falls.



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