



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.



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.



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.



Sonia Goncalves, Bilingual Employment Services Manager

Sonia is the newly appointed Bilingual - Employment Services Manager for all three catchments. Although new to the role, she brings a solid foundation and many years of experience in employment and management. Bilingual and committed to fostering strong relationships, she is focused on collaboration, driving continuous improvement, and achieving shared success.



Jerome Strader, Employment Services Manager

Jerome started with Serco as an Employment Services Manager in March 2023 with the Kitchener - Waterloo - Barrie catchment area and has recently transitioned to the Northwest team. He has recently been awarded the Serco Excellence award for his work with Social Assistance offices and Service Providers that specialize in serving clients with multiple barriers to employment for successfully supporting their integration into Integrated Employment Services. Jerome comes from a strong employment services background, comprising of running an employment center in Toronto, creating operational policies that create win-win-win situations, and always keeping a strong client centered mindset when evaluating each situation.



Joanna Dowhos, Indigenous Communities Liaison

Joanna brings extensive experience in community engagement, policy research, and program evaluation. With a background in anthropology and a strong foundation in culturally relevant and evidence-based practices, she has led projects across government, academic, and non-profit sectors. Her work has focused on supporting Indigenous self-determination, improving community-based services, and fostering collaborative partnerships throughout Northwestern Ontario. Outside of work, she's a dedicated soccer mom minus the minivan - to a busy 13-year-old goalkeeper and shares her home with two cats, a dog, and a love of weekend projects and local community life.



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