

# Kwame Joseph

Toronto | Courier | 25 | Single



"I wish I had known more about the resources available to me when I first arrived in Canada. It was so hard to find information and I felt like I was on my own. I don't want other refugees to go through the same thing I did."

## Bio

Kwame came to Canada as a refugee a year ago and has found the transition difficult. He initially struggled with isolation and feelings of disconnection, and found it challenging to access resources and services. He has since connected with some community organizations that have helped him improve his language skills and job prospects, but still faces challenges when trying to find work and housing. Kwame is passionate about soccer and has found that joining a local team has helped him build a social network and feel more connected to his community. He wishes he had known more about the resources and services available to refugees when he first arrived in Canada, and wants to help other young refugees overcome the challenges he has faced.

## Pain Points

- Difficulty finding and accessing resources to help with the transition process
- Financial hardship and difficulty finding employment
- Unhealthy mental state from all the stress and isolation
- Difficulty navigating the Canadian bureaucratic system and finding the right office or department to go to

## Behaviors

- Trial and error their way through most situations they are in
- researches on Google and reddit threads to learn from experiences of others
- Goes to jobfairs whenever he is aware of one

## Technology



## Motivations / Goals

- Want to have access to resources that can help him upskill and land a meaningful job
- Desire for a sense of belongingness
- Wants to have stability particularly with regards to finding work and housing
- Wants to build a support network of friends and allies who share his experiences and interests.

## Personality Traits

Coachable

Introvert

Resilient

Predictable