

The Neighbourhood Group (TNG) is a multi-service agency that includes Central Neighbourhood House, Neighbourhood Link Support Services and St. Stephen's Community House

JOB OPPORTUNITY

Job# TNG2025-74

POSITION TITLE: Employment Advisor	
DEPARTMENT: Employment Services	STATUS: Regular Full-time, CUPE 7797
# HRS / WEEK: 35	CONTRACT DATES: N/A
REPORT TO: Senior Manager, Employment Services	HOURLY RATE: \$29.95
POSTING DATE: April 24, 2025	INTERNAL CLOSING DATE: Until Filled

GENERAL DESCRIPTION: The Employment Advisor provides case management in a client-centered and solution-focused manner to job seekers to help them find and maintain sustainable employment. This position will collaborate with a team of employment services professionals to support, encourage and motivate clients facing multiple barriers to employment while connecting them to holistic resources and achieving contract targets. This position mainly works out of 1415 Bathurst Street. You may need to work out of 3036 Danforth Avenue and other TNG sites and community partners to meet with clients.

MAJOR DUTIES:

- Manage a caseload of approximately 200 clients annually, with the potential to increase based on program demand or funder requirements. Ensure all service delivery objectives are met, including client intake, outcomes, and other performance targets outlined in the funding agreement.
- Provide welcoming, excellent client service, in keeping with our and our funder's service delivery standards.
- Conduct thorough and accurate assessment of clients' skills, education, experience, assets, barriers, motivation, goals and employment readiness utilizing the Common Assessment tool.
- Support clients to develop their individualized Employment Action Plans to identify barriers and gaps, determine any supports required and to aid the client's journey to securing long-term employment.
- Assist clients to identify employment goals and pathways to success by exploring local labour market information and trends, Decent Work opportunities, apprenticeship and self-employment information and education and training resources.
- Work with clients to assist them to develop strong tools for job search success, such as resumes, cover letters, networking, job search tracking, and interview skills using Artificial Intelligence (AI) when appropriate. Make appropriate referrals to supportive services, including internal to TNGCS, and/or programs offered through other community agencies, learning institutions or government initiatives to minimize barriers for clients and to help them progress to sustainable employment
- Develop and facilitate a range of group workshops for clients including job finding clubs, basic computer usage and online applications and current and emerging job search tools
- Maintain prescribed contact with your assigned caseload as per contract, and ensure clients are supported in their first year of employment through 1, 3, 6 and 12-month checkpoints
- Reach out to employers directly as needed to support clients' quick progress to employment
- Support the Job Developers and Retention Specialists in providing retention support to clients and employers through maintaining regular contact and identifying support and advocacy needs to successfully maintain their employment for 12 months

REQUIREMENTS & QUALIFICATIONS

- A post-secondary diploma/degree from a recognized institution in a relevant discipline, preferably Career development, social work, vocational rehabilitation or adult education, and two years' service experience in employment or related counselling or a combined equivalent education and experience.
- The ability to provide high quality, client focused service, delivered in a positive, professional, compassionate manner
- Experience in conducting and interpreting client assessments, and in coaching and mentoring clients
- Experience in individual case management and group facilitation, preferably in an employment context.
- Knowledge of the local labour market, community resources, government programs, job search techniques, career development and issues relating to unemployment
- Strong digital literacy, including MS Office suite, artificial Intelligence applications (AI) and use of databases
- Strong experience with Case Management Systems and Databases preferably EOIS CaMS and/or WCG Case Management systems
- Second language an asset
- Willingness and ability to work at various sites within Toronto as required
- The willingness and flexibility to alter work schedules and regular duties to accommodate the needs of clients, the department and/or the agency, including occasional evenings and / or weekends.

To apply, submit your resume with "TNG2025-74" in the subject line of your email to: careers@tngcs.org