

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# TNG2025-80

POSITION TITLE: Client Focused- Retention Specialist	
DEPARTMENT: Employment Services	STATUS: Contract Full-time, CUPE 7797
# HRS / WEEK: 35	CONTRACT DATES: ASAP until September 30th, 2025 or until the return of the incumbent
REPORT TO: Manager, Quality Assurance & Customer Service	HOURLY RATE: \$29.95
EXTERNAL CLOSING DATE: Posted until filled	

GENERAL DESCRIPTION: The Client Focused - Retention Specialist plays a critical role in strengthening client relationships and ensuring successful, long-term employment outcomes for Stream C clients. This position is dedicated to providing ongoing support, mentoring, and coaching to clients after they secure employment, with a focus on promoting engagement, resolving concerns, and fostering self-sufficiency. Key responsibilities include managing an assigned caseload, maintaining regular contact with clients, updating records, processing required documentation, and collaborating closely with Employment Advisors and Job Developers. The Retention Specialist also works with employers to address concerns, ensure job retention, and create a supportive environment for both parties. This role requires an engaging approach, a commitment to client success, and a belief in the potential of individuals to thrive with the right tools and guidance. **This position works out of 1415 Bathurst Street and 3036 Danforth Avenue as well as various employer sites as needed.**

MAJOR DUTIES:

- Provide mentoring and on-the-job coaching to both clients and employers, promoting successful workplace integration
- Enter monitoring checkpoints, complete Employment Status Questionnaire and upload pay stubs into the CRM
- Build and maintain strong relationships with clients, enhancing their soft skills for long-term success
- Address workplace crises swiftly, offering tailored training on workplace expectations and providing on-the-job coaching
- Manage a caseload of clients to ensure successful progression toward one year of sustained employment, meeting funder Key Performance Indicators (KPIs)
- Provide offsite retention services as needed to accommodate clients' work schedules
- Deliver individual and group sessions focused on successful job performance and career advancement
- Offer referrals and other resources to support long-term employment retention and career growth
- Maintain regular client contact via phone, email, video, and text, follow-ups in alignment with funder guidelines
- Collaborate with the Quality Assurance Manager and colleagues to provide additional support, resources, and referrals
- Provide information on job search strategies, workplace expectations, and adapting to changes in workplace settings
- Educate employers on program requirements, promoting an understanding of decent work principles and workplace standards.
- Advocate for clients with employers, facilitating conflict resolution to support workplace integration and success.
- Demonstrate strong knowledge of the Accessibility for Ontarians with Disabilities Act (AODA), employment law, and the Employment Standards Act (ESA) to support compliance and best practices.
- Track and issue monetary retention incentives for achieving employment milestones
- Demonstrate exceptional organizational, time management, and attention-to-detail skills in managing a caseload
- Utilize the client/data management system for tracking clients scheduled activities including entering case notes, collecting and verifying documentation for claim submissions

REQUIREMENTS & QUALIFICATIONS:

- A post-secondary diploma/degree in a relevant discipline, or related and two years' service experience in job coaching, mentoring with individuals facing complex barriers to employment or a combined equivalent education and experience
- Demonstrated ability to work with marginalized and diverse groups, including barriered youth, newcomers, Indigenous persons, individuals with disabilities, and those experiencing mental health or addiction challenges
- Excellent technology skills (MS Office Suite), experience and aptitude for using client/customer databases
- Ability to achieve program goals/targets, to follow guidelines and procedures for standardized outputs
- A current police reference check, including a vulnerable sector check, is required

To apply, submit your resume with "TNG2025-80" in the subject line of your email to: careers@tngcs.org

TNG is committed to reflecting the communities we serve and to nurturing a respectful and inclusive work environment for all. We encourage qualified applicants of all ages, races, colours, ethnic origins, religions, abilities, gender identities, gender expression and sexual orientations to apply. Candidates invited for an interview are encouraged to inform Human Resources in confidence of their accommodation requirement