

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# TNG2026-36

POSITION TITLE: Employment Support Worker - ODSP	
DEPARTMENT: Employment Services	STATUS: Contract Full-time, CUPE 7797
# HRS / WEEK: 35	CONTRACT DATE: ASAP until September 30, 2026
REPORT TO: Manager, Youth Employment	HOURLY RATE: \$29.95
EXTERNAL CLOSING DATE: Posted until filled	

GENERAL DESCRIPTION: The Employment Support Worker-ODSP empowers individuals receiving Ontario Disability Support Program (ODSP) benefits to overcome complex barriers and achieve meaningful employment. This role provides tailored, wrap-around supports that address participants' unique needs while fostering their confidence and employability and delivers comprehensive retention support for one year after participants begin employment, ensuring sustained success and opportunities for career growth. **This position works out of 3036 Danforth Ave and/or 1415 Bathurst St with the ability to travel to various employer locations within Toronto.**

MAJOR DUTIES:

- Manage a caseload of approximately 100 ODSP recipients annually, with the potential to increase based on program demand/funder requirements. Ensure all service objectives are met including client intake, outcomes, and other performance targets as per funding agreement.
- Conduct assessments of participants' skills, experiences, goals, and barriers to employment utilizing the Common Assessment tool
- Develop individualized Employment Action Plans (EAPs) tailored to participant needs and employment goals and provide ongoing support throughout the job search and first twelve months of employment
- Provide motivational and on-the-job coaching, career exploration, and referrals to external resources (e.g., mental health, education)
- Timely and accurate management of participant files, documentation, and case management system as per funder requirements
- Develop and facilitate job search workshops including job finding clubs, basic computer usage, online applications and current and emerging job search tools
- Provide appropriate referrals to supportive intake, including internal TNGCS referrals, ODSP, and other community agencies
- Act as a champion for participants' experiences and abilities with employers, community agencies and colleagues
- Identify and match participants with suitable job opportunities based on skills, interests and experience
- Facilitate and negotiate employment opportunities using a decent work lens including comprehensive placement agreements and contracts. Administer contracts with employers including the timely processing and payment of financial incentives
- Conduct employer outreach for new opportunities while ensuring that employers meet all funder eligibility criteria
- Conduct site compliance visits and safety assessments and if required, provide diversity and sensitivity training for employers
- Work with TNGCS Job Development team to create hiring or networking events for active IES participants
- Conduct monitoring visits and provide coaching and support during the first twelve months of employment including identifying and resolving workplace issues that may affect participant success on the job
- Develop and monitor retention strategies, offering additional supports as necessary

REQUIREMENTS & QUALIFICATIONS:

- A post-secondary diploma/degree in a relevant discipline, which may include Social Work, Human Resources, Career Counselling, or related, and two years' experience in career counselling, job developing, job carving, job coaching/mentoring with individuals facing complex barriers to employment; or a combined equivalent education and experience
- Demonstrated experience with Persons with Disabilities (PWD) and knowledge of ODSP guidelines
- Ability to achieve program targets including planning for contingencies and identifying solutions to problems to ensure best results
- Share TNGCS's value of Decent Work for all, and in a resilient, inclusive society in which opportunity, empowerment, and social and economic justice create a better quality of life for all
- Strong digital literacy, including MS Office suite, artificial Intelligence (AI) and Case Management Systems, preferably EIOS CaMS and/or WCG FFAI
- The willingness and flexibility to alter schedules and duties to accommodate the needs of clients, the department and/or the agency
- Excellent time management, interpersonal and communication skills and the ability to work as a member of a team
- Understanding of local labour market trends, and in coaching and mentoring to support job seekers distant from the labour market
- Diversity, Equity and Inclusion sensitivity and demonstrated ability to work with diverse groups; including youth, newcomers, those who identify as 2SLGBTQ+ as well as people experiencing poverty and marginalization.
- Ability to work across various sites within the GTA, including TNGCS sites, community partners and ODSP offices. A valid driver's license and access to a vehicle is an asset

To apply, submit your resume with "TNG2026-36" 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. This posting is for an existing vacancy.