

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# TNG2026-126

POSITION TITLE: Employment Advisor	
DEPARTMENT: Employment Services	STATUS: Contract Full-Time, CUPE 7797
# HRS / WEEK: 35	CONTRACT DATE: ASAP until October 30, 2026 or the return of the incumbent
REPORT TO: Senior Manager, Employment Services (Danforth)	HOURLY RATE: \$29.95
CLOSING DATE: Posted until filled	

GENERAL DESCRIPTION: The Employment Advisor provides case management in a client-centered and solution-focused manner to job seekers to help them to find and maintain sustainable employment. This position will collaborate with a team of employment service professionals to support, encourage and motivate clients facing multiple barriers to employment while connecting them to holistic resources and achieving contract targets. This position works out of 3036 Danforth Ave and/or 1415 Bathurst St with the ability to travel to various TNGCS, community partners and employer locations within Toronto.

MAJOR DUTIES:

- Manage a caseload of approximately 200 clients annually, with the potential to increase based on program demand/ funder requirements. Ensure all service delivery objectives are met, including client intake, service standards, outcomes, data entry, and other performance targets outlined in the funding agreement
- Provide welcoming, excellent client service and belief in client success, in keeping with 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, gaps and goals, determine any supports required, and to support 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. Support clients in the application process for Better Jobs Ontario applications (BJO.)
- Work with clients to assist them to develop strong tools for job search success, such as networking skills, resumes, cover letters, job search tracking, interview skills, and using Artificial Intelligence (AI).
- Make appropriate referrals to supportive services, including within TNGCS, and/or those offered through other community agencies, learning institutions or government initiatives to minimize barriers for clients and to help them progress to sustainable employment
- Reach out to employers directly to create opportunities and support clients' quick progress to employment
- Develop and facilitate a range of targeted, relevant, innovative and beneficial group appointments for clients including job finding clubs, computer usage and online applications and current and emerging job search tools
- Maintain regular and prescribed contact with approximately 200 clients annually, and ensure clients are supported in their first year of employment through 1, 3, 6 and 12-month checkpoints
- Support Job Developers and In Work Team in providing retention support to clients and employers through maintaining regular contact and identifying support and advocacy needs to 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.
- Fluency in written and spoken English. Working knowledge of a second language, preferably Bengali, Urdu or Hindi is an asset.
- Ability and drive to achieve or surpass targets and goals
- 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, FFAI and/or other Ontario IES Case Management systems.
- 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 "TNG2026-126" 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, colour, 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.