

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# TNG2026-133

POSITION TITLE: In Work Support Worker	
DEPARTMENT: Employment Services	STATUS: Regular Full-Time, CUPE 7797
# HRS / WEEK: 35	CONTRACT DATE: N/A
REPORT TO: Manager, Quality Assurance & Customer Service	HOURLY RATE: \$29.95
EXTERNAL CLOSING DATE: Posted until filled	

GENERAL DESCRIPTION: The IES In Work Support Worker operates in a fast-paced, high-volume environment focused on employment verification, retention checkpoints, documentation collection and rapid re-employment. The role requires persistent and proactive engagement with clients through multiple communication channels to secure employment documentation, complete checkpoints, verify employment outcomes, and support clients to return to employment after job loss.

Success in this role is measured by the ability to make high volumes of daily client contacts, maintain accurate records, secure required documentation, and achieve retention and verification targets. The position is well suited for an individual who thrives in a results-driven environment, is comfortable with repetitive outreach activities, and can effectively engage clients from diverse backgrounds while supporting rapid re-employment. **The schedule for this role is Tuesday to Friday, 11:00 am to 7:00 pm and Saturday, 9:00 am to 5:00 pm. The work location will be at 1415 Bathurst Street and other sites to meet with clients to obtain required documentation.**

MAJOR DUTIES:

- Monitor client records to identify employment documentation requirements and retention milestone dates
- Review, verify and upload employment documentation for completeness, accuracy, and compliance into funders' database
- Maintain accurate records of all outreach attempts, verification activities, and client interactions
- Complete file closures and all associated data entry requirements in accordance with program standards
- Assist with quality control of client files by verifying the accuracy of data entered and identifying discrepancies or concerns
- Research and verify employment retention at 1, 3, 6, and 12 months through collection and review of payroll documentation and other employment records
- Prepare and maintain reports related to outreach activity, documentation collection, outcomes, and checkpoint completion
- Conduct high-volume outreach through phone calls, text messages, email, WhatsApp, and other approved communication methods to maintain regular contact with clients
- Contact clients to obtain employment verification documents, including paystubs, employment letters, schedules, timesheets, and other required documentation
- Support clients who have experienced job loss to secure new employment to meet second job targets
- Provide dependable, responsive, and client-centered support, addressing client needs in a timely and professional manner
- Manage an assigned caseload of 400 - 500 clients to support successful progression toward 1 year of sustained employment
- Assess client needs and identify barriers to retention, connecting clients to appropriate supports, resources, and referrals
- Escalate client concerns, employment challenges, and retention risk to the Quality Assurance Manager as required

REQUIREMENTS & QUALIFICATIONS:

- A post-secondary diploma in a relevant discipline, which may include Human Resources, Business Administration or related, and two years' experience in employment services supporting clients job search, client support, or a similar field is required
- Minimum two years of experience in a high-volume outbound call centre, customer service, collections, recruitment, outreach, employment services, or similar environment
- Knowledge of the local labour market, community resources, government employment programs, job search techniques, and issues relating to unemployment and rapid re-employment.
- Demonstrated ability to manage large volumes of outbound contacts and follow-up activities daily
- Possess excellent communication skills, both verbal and written and a second language is an asset
- Ability to achieve program targets including planning ahead for contingencies and identifying solutions to problems
- Excellent technology skills experience using client/customer databases and aptitude to learn new technologies autonomously
- Ability to follow guidelines and procedures for standardized outputs
- Proven ability to act professionally and maintain confidentiality, ensuring sensitivity to the needs and interests of clients
- Proven organizational skills coupled with the ability to handle multiple tasks, meet deadlines, and report on the status of work
- Experience in Employment Ontario Integrated Employment Services Model would be ideal, but not essential

To apply, submit your resume with "TNG2026-133" 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.