TNG Community Services | CENTRAL NEIGHBOURHOOD HOUSE, NEIGHBOURHOOD LINK, ST. STEPHEN'S COMMUNITY HOUSE

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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# TNG2026-201

POSITION TITLE: Employment Advisor – Bilingual	
DEPARTMENT: Employment Services	**STATUS**: Contract Full-Time, CUPE 7797
# HRS / WEEK: 35	**CONTRACT DATE:** ASAP until October 11, 2027 or the return of the incumbent
REPORT TO: Senior Manager, Employment Services	**HOURLY RATE:** $29.95
EXTERNAL POSTING DATE: posted until filled	

GENERAL DESCRIPTION: The Employment Advisor- Bilingual provides case management in a client-centered and solution-focused manner to job seekers in English and in at least one language of the community (Bengali, Urdu, Tigrinya and/or Hindi) to help them to find and maintain sustainable employment. This position will collaborate with a team of employment services professionals to support 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 to meet with clients, with the ability to travel to various employer locations within Toronto.

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, service standards, outcomes, data entry, and other performance targets outlined in the funding agreement.
- Provide welcoming, excellent client service demonstrating belief in client success, in keeping with 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 which actively progress the client 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) as appropriate.
- 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
- Develop and facilitate a range of targeted, innovative and beneficial group appointments for clients including job finding clubs, occupation specific sessions, computers and online applications and effective job search tools
- Facilitate our ongoing IGNITE 2-week foundational program to prepare clients for work; facilitate weekly job finding clubs post-program, and determine the most appropriate pathways of service for graduates.
- Maintain regular and prescribed contact with approximately 200 clients annually, and support Job Developers and Retention Specialists in ensuring clients are supported in their first year of employment through 1, 3, 6 and 12-month checkpoints through regular follow-up and advocacy.

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 and another language, preferably Bengali, Urdu, Hindi or Tigrinya is required
- 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, preferably in an employment context
- Skilled in developing and facilitating workshops that move job seekers to the labour market
- 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 FFAI
- 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 "TNG2026-201" 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