

*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# TNG2025-98**

<b>POSITION TITLE:</b> Program Assistant, Integrated Employment Services (2 Positions)	
<b>DEPARTMENT:</b> Employment Services	<b>STATUS:</b> Contract Full-Time, CUPE 7797
<b># HRS / WEEK:</b> 28	<b>CONTRACT DATES:</b> ASAP for 3 months
<b>REPORT TO:</b> Manager, Quality Assurance & Customer Service	<b>SALARY RANGE:</b> \$26.98
<b>EXTERNAL CLOSING DATE:</b> Posted until filled	

**GENERAL DESCRIPTION:** The IES Program Assistant plays a key role in connecting potential clients to the Integrated Employment Services (IES) program and our team. The Assistant organizes and facilitates information sessions, maintains accurate client records in the WCG FFAI system, and helps build employer leads to support job placement efforts. This front-facing position ensures smooth client engagement through proactive communication, system updates, and coordination with internal and external stakeholders.

### MAJOR DUTIES:

- Schedule and host weekly in-person and virtual information sessions for prospective IES clients.
- Send invitations and follow-up communications to potential participants.
- Track attendance and follow up with no-shows or rescheduling needs and enter results into FFAI
- Respond to client inquiries regarding the IES program, eligibility, and available services.
- Complete Legacy program follow-ups by contacting clients, recording their status and updating the CaMS database.
- Accurately update and maintain client records in the WCG FFAI system and CaMS.
- Liaise with TESS Caseworkers regarding shared clients, attendance, and support needs.
- Document communications and outcomes related to client progress and referrals.
- Provide accurate, up-to-date information on community resources and government-funded programs
- Refer clients to appropriate internal and external supports as needed.
- Conduct outreach to employers to gather job leads and identify potential opportunities.
- Share employer information and leads with the Job Development team.
- Maintain a log of employer outreach activities and update contact details and notes in the CRM or tracking system.
- Actively participate in and prepare for regular team, department and individual supervision meetings including the establishment and evaluation of individual performance goals.
- Adhere to all TNGCS, WCG and department policies and procedures and ensure that confidentiality is maintained.
- Ensure a team approach in all aspects of work.
- Participate in TNGCS -wide program activities/meetings as appropriate and/or as assigned.
- Cooperate with AODA, and health and safety procedures and policies.
- Perform other duties appropriate to the position, as required.

### REQUIREMENTS & QUALIFICATIONS:

- Post-secondary education from a recognized institution in a relevant discipline, preferably career development, social work, vocational rehabilitation or adult education, and experience in employment services or a combined equivalent education and experience
- Comfort with public speaking and leading virtual and in-person information sessions
- The ability to provide high quality, client focused service, delivered in a positive, professional, compassionate manner
- Knowledge of the local labour market, community resources, government programs, and issues relating to unemployment
- Ability to work effectively individually, as well as a member of a team, particularly in a fast-paced & outcome driven setting
- Excellent interpersonal and communication skills including listening, empathy and curiosity
- Share TNGCS' 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, virtual meeting platforms, and use of databases
- Willingness and ability to work at various sites within Toronto as required and alter work schedules as needed

**To apply, submit your resume with "TNG2025-98 in the subject line of your email to: [careers@tngcs.org](mailto:careers@tngcs.org)**