

*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- Relief Employment Advisor

<b>POSITION TITLE:</b> Relief Employment Advisor/Facilitator, Integrated Employment Services	
<b>DEPARTMENT:</b> Integrated Employment Services	<b>STATUS:</b> Relief, CUPE 7797
<b># HRS / WEEK:</b> Varies	<b>CONTRACT DATE:</b> N/A.
<b>REPORT TO:</b> Senior Manager, Employment Services	<b>HOURLY RATE:</b> \$29.95
<b>EXTERNAL CLOSING DATE:</b> 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 collaborates with the Employment Services team to support, and motivate clients facing multiple barriers to employment while connecting them to holistic resources, and achieving contract targets. **This position provides relief coverage as required in either of our two employment centres, at 3036 Danforth Ave and/or 1415 Bathurst St, with the ability to travel to various TNGCS, community partners and employer locations within Toronto and is part of CUPE LOCAL 7797.**

### MAJOR DUTIES:

- Provide one-on-one employment advisement, assist clients to identify goals and strengths, overcome barriers, increase skills and secure sustainable employment
- 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 and gaps, determine any supports required and to aid 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 resumes, cover letters, networking, job search tracking, interview skills, and using Artificial Intelligence (AI) when appropriate.
- Make referrals to internal/ external programs and resources to improve life stability and reduce barriers to employment
- Develop and facilitate a range of innovative and beneficial group workshops for clients including job finding clubs, basic computer usage and online applications and current and emerging job search tools
- Reach out to employers directly as needed to support clients' quick progress to employment
- Maintain regular prescribed contact with clients, and ensure clients are supported in their first year of employment through 1, 3, 6 and 12-month checkpoints
- Collaborate with Job Developers and Retention Specialists to support client job placements and retention through regular contact and identifying support and advocacy needs to successfully 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 an equivalent combination of education and experience.
- Ability to accept work with little notice, as well as willingness and flexibility to work at different locations in Toronto
- Ability and experience to work with individuals from diverse and economically disadvantaged backgrounds with complex barriers, using concepts of diversity, equity and inclusion, belief in their success and in the concept of Decent Work for all
- Fluency in written and spoken English. Working knowledge of a language of South Asia, (Bengali, Urdu or Hindi) is an asset.
- 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, WCG FFAI and/or other Ontario IES Case Management systems.
- 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-Relief Employment Advisor" in the subject line of your email to: [careers@tngcs.org](mailto: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.