

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# TNG2025-169

POSITION TITLE: Employment Advisor/Facilitator- New Steps for Newcomers	
DEPARTMENT: Employment Services	STATUS: Contract Full-time, CUPE 7797
# HRS / WEEK: 35	CONTRACT DATE: ASAP until March 31, 2026
REPORT TO: Manager, Youth Employment	HOURLY RATE: \$29.95
EXTERNAL CLOSING DATE: Posted until filled	

GENERAL DESCRIPTION: New Steps for Newcomers is a targeted five-week pre-employment program designed for newcomers, including refugee claimants, to assist them in their journey toward the labour market by addressing their unique needs and challenges which allows them to be referral ready upon completion. Upon completion, the clients will successfully transition into the Integrated Services Model to find sustainable employment.

MAJOR DUTIES:

- Conduct intake and assessment of newcomer participants' skills and abilities, employment interests, and challenges to finding and maintaining employment to determine their employability needs and appropriate level of service.
- Clarify employment, training and/or career goals by exploring local labour market information and trends, employment, education and training opportunities/resources, apprenticeship and self-employment information
- Support newcomer participants in planning and conducting job search based on realistic and accurate assessment of qualifications compared to job requirements.
- Provide orientation to services within TNG and the community to enhance participant's employment, financial and personal needs
- Refer ineligible/unsuitable participants to more appropriate services within Employment Services, internal TNG departments or in the community
- Develop and deliver the pre-employment curriculum content to actively engage individuals and meet the program objectives of developing career, employability and personal management skills
- Employ teaching techniques that appeal to persons with diverse learning styles, experience and education levels
- Build trust and establish rapport with participants by active listening, understanding needs and following through on commitments
- Accountable in the areas of service coordination, service outcomes and service delivery standards; ensuring a high quality of customer service and acceptable positive results rate, to meet the requirements of the WCG and TNGCS
- Maintain participant tracking and journey in the WCG FFAI case management system ensuring that all documentation, and data quality standards are met
- Appropriately refer and work collaboratively with the IES Team to meet participant needs
- Conduct follow-up with all participants as stipulated by program and agency guidelines and standards and all relevant agencies/professionals ensuring an appropriate level of support according to participant needs
- Submit accurate and up-to-date statistics on all participants as required by the funders and agency
- Adhere to all TNGCS, ES and WCG policies and procedures and ensure that confidentiality is maintained
- Participate in TNGCS house-wide program activities/meetings as appropriate and/or as assigned
- Cooperate with AODA, and health and safety procedures and policies.

REQUIREMENTS & QUALIFICATIONS:

- B.S.W., B.A. or Diploma in Adult Education, Employment/Career Counselling, Human Resources and two years' service experience in employment/career counselling, case management and group facilitation, or a combined equivalent of education and experience
- Certification / training in training; knowledge of various learning styles and how they impact learning; skilled at using a variety of tools and techniques in teaching youth that have had little or no access in traditional school settings
- Recent experience facilitating groups of newcomers, engaging, and motivating them and providing a safe group environment which promotes trust and non-judgemental interactions
- Skilled in developing audience-g geared employment related, life skills and career advancement curriculum coupled with strong facilitation skills
- Experience working with newcomers who are distant from the labour market
- Proven success implementing and delivering employability skills training in an outcome-based funding environment
- Recent comprehensive knowledge of employment and training resources and labour market information
- Excellent verbal and written communication and presentation skills. Demonstrated professionalism in all contacts.
- Superior organisational, time management and group facilitation skills
- Proven computer skills in MS Outlook, MS Word, DocuSign, Teams, and Zoom with strong ability to use online database systems
- Vocational and Interest testing Certification an asset (e.g. Strong Interest Inventory, Campbell Interest and Skills Inventory, Personality Dimensions, and Myers-Briggs)
- Ability to work in multicultural/multi-racial environment internally and externally
- The willingness and flexibility to alter work schedules and regular duties to accommodate the needs of clients, the department and/or the agency
- Ability to work across various sites, including TNG sites, community partners and TESS offices
- A satisfactory police reference check is required

To apply, submit your resume with "TNG2025-169" 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