

Job Posting

Organization: TNO - THE NEIGHBOURHOOD ORGANIZATION	Department: Newcomers Support Services
Program/Project: Language, Training and Labour Market Integration	Position Title: Employer Engagement Consultant & Mentoring Coach
Location and Hours of Work: TNO sites and offsite 35 hours per week	Position Type: Contract Full-Time 1 year contract with possibility of being a permanent position with benefits
Expected Start date: ASAP	

TNO - THE NEIGHBOURHOOD ORGANIZATION (TNO, formerly *Thorncliffe Neighbourhood Office*) is a community based multicultural, multi-service agency, which offers a broad range of programs to serve Thorncliffe Park, Flemingdon Park, and the surrounding communities through strengthening the quality of individual and community life.

Program/Project Description:

The program stream engages employers and develops effective partnerships with employers to meet labour market needs and to address short-term challenges faced by newcomers as they enter the Canadian job market.

This program will connect employers with newcomers, engage and educate employers to look beyond language barriers and promote the skillsets offered by newcomer. The program aims to support immigrant professionals who are eligible to work in Canada and are actively seeking employment in their field and match immigrants with professionals to achieve occupation-specific mentoring.

Position Summary:

The Employer Engagement Consultant & Mentoring Coach will engage and educate employers to look beyond language barriers and promote the skillsets offered by newcomers, connect employers to newcomers through a series of coordinated on-site hiring events, mediate and foster bridge-to-work assistance including mentoring, networking, volunteer placement and job shadowing. The position will match immigrants with professionals to achieve occupation-specific mentoring. TNO will mediate and foster this mutually beneficial relationship between the employer (mentor) and newcomer (mentees). The Employer Engagement Consultant & Mentoring Coach will assess client's eligibility and suitability for inclusion in program; and provide on-going, comprehensive case management. The Employer Engagement Consultant & Mentoring Coach matches' clients with professionals in occupation specific mentoring opportunities, assists mentors and mentees to build professional networks, gain knowledge on job search strategies and understand the workplace culture.

This position also requires developing an outreach strategy for the neighbourhood, newcomers and their families; recruiting employers and providing support for the newcomers who are new to Canada. The Employer Engagement Consultant & Mentoring Coach is competent in several different languages and language skills and is expected to be placed at different programs and locations within the agency or with service partners. Supports and actively engages in TNO's community development principles and initiatives.

Main Tasks & Responsibilities:

- Recruit employers interested to hire newcomers;
- Develops and maintains employer relationships with a broad sector of business including financial and technology sectors, hospitality, retail and labour sectors to support client job placement, mentorship and networking opportunities to meet program targets.
- Recruit mentees and assist in recruiting mentors (individual/non-corporate) by marketing the program via outreach and the delivery of information sessions;
- Build and maintain relationships with employers as mentors, referral and partner organizations/ employers;
- Screen and assess employer's mentors (individual/non-corporate) and mentees for the program, provide mentees with referrals to other services and supports as necessary;
- Facilitate orientation sessions for both mentees and mentors;
- Coach and case-manage mentees and mentors – from start to close of mentoring relationship;
- Follow up and case-manage mentees for one year following mentoring;
- Monitor mentoring relationships and coach mentors and mentees to ensure the process is meeting mentees and mentor goals; record match progress and outcomes in online database and maintain hardcopy filing system;
- Provide ongoing coaching support to the mentee and the mentor throughout the mentoring cycle including provision of resources, referrals, and problem solving; and tracking employment outcomes;
- Daily data entry in internal database, ICare and TRIEC database. Conduct on-site hiring events, mediate and foster bridge-to-work assistance including mentoring, networking, work placement and job shadowing opportunities;
- Participate in The Mentoring Partnership (TMP) monthly coach Webinars and Professional Development days from Toronto Region Immigrant Employment Council (TRIEC), as required;
- Participate and contribute in TMP partner meetings and events, as required;
- Identify, outreach, and recruit eligible program participants and engages clients in the assessment process to identify immediate, basic and short-term employment needs;
- Provide one-on-one advice and counselling to clients requesting information concerning: employment, referrals, information about services/programs and advocacy.

Qualifications:

Education

- The minimum level of education preferred is a Community College diploma or Bachelor's degree, preferably in Social Work, Employment Counselling or a related discipline with a minimum of two years of relevant work experience.

Experience:

- One to three years' experience in similar role: assessing clients' need and demonstrate ability to link clients to mentorship and employment services.
- Experience as Employment Counselor in a social services environment, demonstrated problem-solving skills; effective communications, sensitivity and ability to deal effectively with newcomers from various cultural & socio-economic backgrounds
- Knowledge of Employment Services
- Life Skills, Coaching or Employment Counseling skills training would be an asset
- Strong facilitation, written and on-line communication skills
- Excellent interpersonal skills - the ability to multi-task, maintain relationships and exhibit professionalism and diplomacy with mentors, mentees and agency partners is a must
- Experience in working with newcomers from diverse background
- Understand and critical analysis of challenges and systemic barriers to labour market integration
- Demonstrate administrative, organizational and time-management skills including the ability to prioritize tasks; detail-oriented
- Above-average comfort using information technology including email, skype and other online communication/collaboration tools, the Internet, and an orientation to exceptional service
- Interest and commitment to immigrant employment issues and/or mentoring an advantage
- Understand of employer needs and interests
- Superior oral and written communication skills in English, ability to speak other languages from the community is an asset
- Driving license and access to a car required, willingness to travel throughout the city as/if required
- A successful police clearance verification for vulnerable sector will be required for the position

Working Conditions:

Hours of Work:

Successful candidate would be required to work regular hours for 35 hours per weeks, and flexible between 8:30AM to 8:00PM besides evening shifts and weekends as decided by program requirements.

Location:

This position will be located within any of TNO's service locations based on community and program requirements. The locations (multiple) for this position may be added or moved to new addresses in the future according to the community and program requirements. "TNO - THE NEIGHBOURHOOD ORGANIZATION is committed to employment equity initiatives. We encourage residents of Thorncliffe Park, Flemingdon Park, and surrounding communities and members of ethno-racial, aboriginal, immigrant, francophone, refugee, LGBTQ+ and disabled community groups to apply and self-identify."

How to apply:

*To apply for the position candidates are requested to send a copy of their application (cover letter, resume and any other document supporting your candidature) to Human Resources Department by **Tuesday December 1st, 2020 by 5:00PM.***

[CLICK HERE TO APPLY](#)

Or

Attn: Human Resource

TNO - THE NEIGHBOURHOOD ORGANIZATION

1 Leaside Park Drive, Unit # 7

Toronto, Ontario, M4H 1R1

TNO – THE NEIGHBOURHOOD ORGANIZATION is an equal opportunity employer. Accommodation will be provided in accordance with the Ontario Human Rights Code please contact 416-467-0126

For more information visit: <http://www.tno-toronto.org>

We thank all applicants for their interest but only those selected for further consideration will be contacted