

Organization: TNO - THE NEIGHBOURHOOD ORGANIZATION	Department: Employment Services
Program/Project: Youth Employment and Skills Strategy (YESS)	Position Title: Intake & Referral Worker
Location and Hours of Work: TNO sites and offsite - 35 hours per week	Position Type: Full Time Contract (one year) with the possibility of extension

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

Program Summary

The Youth Employment and Skills Strategy (YESS) is an ESDC-Led Integrated Skills Development Program targeting youth aged 15 to 30 who face multiple barriers to employment. The YESS Program will help youth navigate through the labour market and successfully transition into sustainable employment by providing a range of resources to newcomer youth including information and referral services, one-on-one employment counselling, employment workshops, job development, on-the-job supports and work transition support. The goal of the program is to support participants in securing long-term employment, meaningful careers, success in their future working lives and professional mentorship. This program respond to the employment needs of individuals, and the skilled labour needs of employers, while helping participants on a path to higher skill training and/or employment.

Position Summary

The Intake & Referral Worker will be the first point of contact for the YESS) Program, and is provides support for the YESS team. The Intake & Referral Worker will provide clients with information and referral to external programs and services as needed, maintain and update print and electronic materials in the Resource Centre, conduct and prepare materials for information sessions, assist in delivering workshops, provide support to clients to complete registrations, complete applications to access education, training programs and income support.

Main Tasks & Responsibilities

- Be the initial contact for all clients; provide information and referrals as appropriate.
- Conduct intake and assessment with youth to determine eligibility/suitability for the YESS program.
- Assess client employability needs, discussing options to assist clients in meeting vocational goals.
- Provide assistance with referrals to internal and/or external services.
- Update databases with client information; follow up with clients as to employment status and activity.
- Provide one-to-one coaching for participants on pre-employment and job search skills based on individual client needs.
- Provide information about the labour market, including occupational and regulatory, accreditation process, prior learning assessments and training requirements.
- Provide follow up in-person and virtually, resume consultations, mock interviews (as the need arises), and other meeting with clients on an on-going basis.
- Assist clients with computer usage and access to internet-based services, email, online self-assessment, employment preparation and job search.
- Provide information about other programs and services within TNO.
- Schedule and reschedule client appointments as needed.
- Provide support to clients by copying forms or other related material.
- Ensure that data is complete and accurate; maintains an organized, accurate filing system; provides support in program statistical reports.
- Perform various administrative support duties such as ordering necessary office supplies and maintaining an accurate inventory of all program supplies and equipment; responsible for mailings, faxing and photocopying as required.
- Assist in maintaining staff bulletin boards and displays and other communications, as per program standard.
- Other related duties as required.

Qualifications and Experience Required

- Post-secondary diploma/degree in related field.
- One to three years' previous administrative/clerical work experience.
- Knowledge of employment services and community information resources an asset.
- Demonstrated knowledge of youth-serving community resources, programs and services in the GTA.
- Well-developed interpersonal, and relationship-building skills; ability to establish with clients, community partners, staff and volunteers;
- Experience working with low-income, multi-racial, multi-lingual newcomer communities in diverse neighbourhoods.
- Experience working from an integrated anti-oppression, LGBTQ+ positive framework.
- Understanding and critical analysis of challenges and systemic barriers to labour market integration.
- Experience working with low-income, multi-racial, multi-lingual newcomer communities in diverse neighbourhoods.
- Ability to work with diverse groups including youth, aboriginal persons, and persons with disabilities, persons with mental health and addictions issues.
- Understanding and critical analysis of challenges and systemic barriers to labour market integration.
- Experience with resume writing, interview skills and workshop facilitation as an asset.
- Ability to work effectively within a performance-based structure with a proven track record of meeting or exceeding all targets and deadlines.
- Excellent oral and written communication, networking, and time management skills with the ability to multi-task in a fast-paced environment.
- Proficient with personal computer applications, e.g. Microsoft Office, Microsoft Outlook, and Internet search engines, designing flyers and presentations and using other office-related equipment.
- Experience in using Common Assessment/ACEC Tool is an asset.
- Ability to communicate in another language is an asset.

Working Conditions

Hours of Work - Regular hours for 35 hours per week, and flexible between 8:30AM to 8:00PM. Some evening and weekend work will be required as decided by requirements.

Location - This position will be located within any of TNO's service locations based on community and program requirements. Locations for this position may be added or moved to new addresses in the future according to the community and program requirements.

Hiring Conditions

Vaccination Requirement – As a condition of employment, TNO requires all new hires to provide proof of full vaccination against COVID-19 prior to the start date of employment. Applicants who have appropriate written proof of a medical reason, or a reason pursuant to the Ontario Human Rights Code for not being fully vaccinated against COVID-19, may provide such documentation to the Human Resources department for accommodation consideration. Such situations will be considered on a case-by-case basis.

Screening - As a condition of employment, the successful applicant must complete a Vulnerable Sector Screening. TNO - THE NEIGHBOURHOOD ORGANIZATION - is committed to employment equity initiatives. We encourage residents of Thorncliffe Park, Flemingdon Park, and surrounding communities, and people who are racialized, Indigenous, people from the 2SLGBTQI+ community, people with disabilities and other equity-seeking groups to apply.