

**Job Posting**

<b>Organization:</b> TNO - THE NEIGHBOURHOOD ORGANIZATION	<b>Department:</b> Newcomers Support Services
<b>Program/Project:</b> Language, Training and Labour Market Integration	<b>Position Title:</b> Employer Engagement Consultant & Mentoring Coach
<b>Location and Hours of Work:</b> TNO sites and offsite 35 hours per week	<b>Position Type:</b> Contract to March 31, 2023 with the possibility of extension
Expected Start date: ASAP	

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

**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 in hiring newcomers.
- Develop and maintain employer relationships with a broad sector of businesses including: financial, technology, hospitality, retail and labour, 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.
- 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.
- 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.
- 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.
- Daily data entry in internal databases (ICare and TRIEC).
- 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:**

- Post-secondary education, preferably in Social Work, Employment Counselling or a related discipline with a minimum of two years of relevant work 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.
- Interest and commitment to immigrant employment issues and/or mentoring an advantage.
- Understanding of employer needs and interests.
- 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 essential.
- Experience in working with newcomers from diverse background.
- Understanding and critical analysis of challenges and systemic barriers to labour market integration.
- Proven administrative, organizational and time-management skills including the ability to prioritize tasks and pay attention to details.
- Above-average comfort using information technology including email, online communication/collaboration tools, the Internet.
- Superior oral and written communication skills in English; ability to speak other languages from the community is an asset
- Valid G class driver's license and access to a vehicle is required; willingness to travel throughout the city as/if required.

**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 program 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** – You must be fully vaccinated against COVID-19, subject to any valid medical or religious exemption from vaccination as provided by the Ontario Human Rights Code.

**Screening** - As a condition of employment, the successful applicant must complete a Vulnerable Sector Screening.

**How to apply**

To apply for the position candidates should send a copy of their application (cover letter, resume and any other document supporting your candidature) **Leisa McKenzie, Manager, Human Resources, [lmckenzie@tno-toronto.org](mailto:lmckenzie@tno-toronto.org)**. This position will remain open until filled.

TNO 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. TNO is an equal opportunity employer. Accommodation will be provided in accordance with the Ontario Human Rights Code. Should you require accommodation at any stage of the recruitment process, please contact 416-467-0126.

*We thank all applicants for their interest but only those selected for further consideration will be contacted.  
For more information visit: <http://www.tno-toronto.org>.*