

Case/Outreach Worker

TNO - The Neighbourhood Organization (TNO) is a well-established community-based social and health service agency providing a wide range of programs and services supporting low-income and newcomer communities across Ontario and sometimes across different provinces through online services and referrals. We are seeking a **Case/Outreach Worker** to join our team in a **full-time contract** role till January 20, 2025. TNO is a great place to work and we make a difference in the communities we serve.

The ideal candidate will possess post-secondary education in Social Services, Community Development, Human Resources, or equivalent with related experience. With three to five years of experience in a social service setting, the candidate should demonstrate a strong understanding of case management systems, planning techniques, and advanced knowledge in trades, clients, cultural diversity, and industry trends. Proficiency in computer use, strong counseling and interpersonal skills, and experience within settlement services are highly valued. **The Case/Outreach Worker** will collaborate with internal and external stakeholders, providing administrative, counseling, and investigative services for apprenticeship training. The role includes representing at community events, ensuring compliance with agency policies, and actively supporting TNO's community development principles.

As the Case/Outreach Worker, the role involves coordinating, implementing, and managing program initiatives with a focus on outreach to newcomer youth in Thorncliffe and Flemington Park. Duties include client intake, assessment for additional support, coordination of training, compliance investigations, and maintenance of record-keeping. The role also encompasses administrative responsibilities, including offering support, managing agreements, and ensuring a positive office image. Acting as a resource for staff, the position involves enhancing program action plans and researching information for staff development. Supervised by the Program Coordinator, the role exercises informal supervision over practicum students, volunteers, and interns.

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.

Job Type: Full-time contract position till January 20, 2025

Work Location(s): 45 Overlea Blvd .Toronto, ON M4H-1C3 and other TNO locations

Schedule: Monday to Friday, 35 hours a week – Some evenings and weekends may be required

Benefits:

- Employee Assistance Program (EAP)
- Social activities organized by the organization
- Public transportation nearby

Application Process: Please submit your to recruitment@tno-toronto.org with the subject line “Application for Case/Outreach Worker”. We thank all applicants for their interest, but only those selected for further consideration will be contacted.

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 let us know.

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