

Program Facilitator, Bridge to Healthcare

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 one **Program Facilitator** to join our team in a **full-time contract** role until February 28, 2025. TNO is a great place to work and we make a difference in the communities we serve.

The ideal candidate should possess a **Community College Diploma in Social Services, Career Counselling**, or a related field, along with **3-5 years of experience in settlement/community work or career counselling**, with a strong understanding of employment and self-employment services. They should be **proficient in using computers** for word processing, data management, and designing flyers and presentations, and be familiar with office equipment such as projectors, phones, fax machines, and printers. Ability to interpret and translate in one of the languages spoken in the Thorncliffe and Flemingdon Park communities is considered an asset. **The Program Facilitator** is responsible for ensuring that eligible participants in Thorncliffe and Flemingdon communities are aware of this program, registers, attends and completes the workplace communication course. This position will require seamless service coordination to ensure that the participants are connected to the appropriate employment or entrepreneurial support services, based on the needs of the participants.

DUTIES & RESPONSIBILITIES

- Works collaboratively with TNO programs to recruits appropriate clients
- Assesses clients' interest and commitment to the program
- Conducts orientation sessions for potential clients prior to registration and intake for the program ensuring eligibility
- Collaborates and coordinates with other programs to recruit clients for CEEW
- Ensures all the feedback and concerns from clients and the community are addressed in a timely manner and recorded according to TNO's policies and procedures
- Provides assistance with career focus referral to internal and/or external services, off-site employment counselling when applicable
- Updates databases with client information, follows up with clients as to employment status and activity, prepares client folders, fills, sorts and retrieves client folders, in-person follow up sessions, meets with clients on an on-going basis as need arises
- Ensures clients are registered in education/and training to support career path
- Coordinate and purchase and order supplies for the program
- Supervise and participate in routine house-keeping activities

- Documents the outcomes of the program and success stories;
- Maintains required program records and submits required weekly and monthly reports and as requested by the management of the agency
- Develops monthly work plan and activities
- Ensures that all records are kept confidential and secure
- Plans and prepares appropriate material for orientation, coordinates other program staff to participate in Orientation Session program
- Conducts orientation session for potential clients prior to registration and intake for the program ensuring eligibility
- Coordinates activities with other TNO departments and services
- Represents TNO on committees, various sector networks and roundtables through attending and hosting meetings
- Participates in networks of neighbourhood based service providers
- Nurtures community members for leadership
- Participates in and supports local community events

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 until February 28, 2025

Work Location(s): 1 Leaside Park Dr., Toronto, ON M4H-1R1 and TNO locations

Schedule: Monday to Friday, 35 hours/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 Program Facilitator, Bridge to Healthcare.” This position will remain open until filled. 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. We thank all applicants for their interest but only those selected for further consideration will be contacted.