

## **Employer Engagement and Mentoring Coach**

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 **Employer Engagement and Mentoring Coach** to join our team in a **full-time permanent** role (contingent on funding), starting in December. TNO is a great place to work and we make a difference in the communities we serve.

The ideal candidate will have a **Community College diploma or Bachelor's degree in Social Work, Employment Counselling**, or a related field, with **at least two years of relevant experience in employment services** or a similar role. They should have strong experience in assessing client needs, linking clients to mentorship and employment services, and providing life skills, coaching, or employment counseling. The candidate must demonstrate **excellent interpersonal, communication, and facilitation skills**, with sensitivity and effectiveness in working with diverse, multi-cultural clients. **Experience with newcomers, knowledge of employment services, and the ability to analyze barriers** to labor market integration are essential. Strong organizational, administrative, and time-management skills are essential, along with proficiency in technology and a dedication to addressing immigrant employment issues.

## **DUTIES & 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.
- Provides one-on-one advise and counselling to clients requesting information concerning: employment, referrals, information about services/programs and advocacy
- Provides generic and basic employment related orientation and referrals to clients
- Distributes the employment information guide to itinerant newcomer clients
- Delivers orientations on eligibility and program services; assists participants in identifying employment/re-employment opportunities
- Collects, organizes, and analyzes information about program participants through records, tests, interviews, and Career resources, to appraise their interest, aptitude, abilities, and personality characteristics for vocational and career planning
- Develops individual service plans with clients and participates in the determination of client's suitability for participation in programs

- 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;
- Recruiting and screening mentees, recruiting and screening individual (non-corporate) mentors;
- orienting mentors and mentees prior to beginning of their mentor-mentee partnership by Facilitating orientation sessions for both mentees and mentors;
- Providing 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.
- Provide one-on-one advice and counselling to clients requesting information concerning: employment, referrals, information about services/programs and advocacy
- Facilitates individual and group sessions on job search and job readiness techniques, labour market and vocational information
- Sets up and facilitates job search sessions
- Identify, outreach, and recruit eligible program participants and engages clients in the assessment process to identify immediate, basic and short-term employment needs;
- Creates and maintains required program records and submit required weekly and monthly reports and as requested by the management of the agency.
- Ensure that all records are kept confidential and secure.
- Participate and contribute in TMP partner meetings and events, as required;

**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 Permanent position (35 hours per week) - contingent on funding

**Work Location(s):** 1 Leaside Park Dr., Unit 7, Toronto, ON M4H-1R1, 45 Overlea Blvd, Toronto, ON M4H 1C3 or other TNO locations

**Schedule:** 35 hours per week. Evening and weekend work may be required.

**Benefits:**

- Personal Emergency Leave
- Extended Health Care
- Health Spending Account
- Professional Development Support
- Employee Assistance Program (EAP)
- Travel Insurance



- Life Insurance and Long-Term Disability
- Registered Retirement Savings Plan (RRSP)
- Social activities organized by the organization

**Application Process:** Please submit your to [recruitment@tno-toronto.org](mailto:recruitment@tno-toronto.org) with the subject line “Application for Employer Engagement and Mentoring Coach” by November 24, 2024. 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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