

The Neighbourhood Group (TNG) is a multi-service agency that includes Central Neighbourhood House and Neighbourhood Link Support Services.

Job Opportunity

MANAGER, EMPLOYMENT SERVICES

TNG is looking for a dynamic, experienced **Manager, Employment Services** to deliver excellent management of the employment services department teams and staff.

Scope of Responsibility:

Reporting to the Senior Manager, Programs & Services, NLSS, the Manager, Employment Services is responsible for planning, development, program evaluation and revision, staffing, and sourcing of partnership and funding opportunities. This position is responsible for the oversight of Employment Ontario, Skills Link, Youth Job Link, COJG, and two federally funded Essential Skills programs.

One of the main areas of responsibility for the Manager is program management. This involves ensuring programs are meeting funding requirements, quotas and identified needs. It also involves conducting regular program evaluation to ensure that clients are receiving appropriate and client focused services that reflect the diverse clientele that we serve.

Partnership and funding opportunities is another important aspect of the role. The Manager needs to develop and implement effective outreach and marketing strategies to create and enhance programs and funder relationships. Writing Requests for Proposals and grant applications as well as representing the Agency at meetings is also a key component for this role.

Lastly, the Manager will manage and supervise direct and indirect reports for all Employment Services programs listed above as well as the Reception staff. The role will provide leadership and expertise to their team by advising on assessment, case management, problem solving, crisis management, and understanding the principles and ethics of counselling.

Job Requirements:

- Proven and successful track record with career and employment counselling issues, and experience with Employment Ontario program guidelines and procedures.
- Solid understanding of local labour market trends and community service networks.
- Experience in both leading and writing applications and RFP's.
- The ability to form and maintain positive relationships with partner agencies, funders and external stakeholders.
- Experience in successfully managing budgets, and fulfilling funding requirements.
- Leadership skills, including the ability to motivate staff and develop a team approach to client service.
- Cultural sensitivity and demonstrated ability to work effectively with a diverse clientele.
- The skill, sensitivity and patience to effectively deal with and resolve the concerns, conflicts and issues expressed by clients, staff, volunteers, and others.
- Preparedness to experience occasional exposure to filth and contagious disease, as well as irate and abusive persons.

Qualifications:

- A post-secondary degree or diploma from a recognized institution in a relevant field.
- Five or more years of related professional experience at a management level, with at least three years in employment services.
- Competence with all Microsoft Office programs, budget administration, and database management, including on E.O.I.S. and C.A.M.S.

Posting Date: March 15, 2018 Internal Closing: March 21, 2018 External Closing: March 26, 2018

**To apply, submit your resume and cover letter with "Manager-ES," in the subject line of your email or fax to Human Resources, Neighbourhood Link Support Services, 3036 Danforth Ave, ON M4C 1N2
E-mail: tcandido@neighbourhoodlink.org Fax: 416-691-8466**

TNG is committed to reflecting the communities we serve and to nurturing a respectful and inclusive work environment for all. We encourage qualified applicants of all ages, races, colours, ethnic origins, religions, abilities, gender identities and sexual orientations to apply. Candidates invited for an interview are encouraged to inform Human Resources in confidence of their accommodation requirements.