



**POSITION:** Employment Counsellor

**DEPARTMENT:** Employment & Settlement Services

**REPORTS:** Sr. Manager, Employment & Settlement Services

**LOCATION:** This is a hybrid position with 4-days onsite at 44 Mobile Drive, Toronto

**SALARY RANGE:** \$50,000 to \$ 58,000

**STATUS:** Full Time 1 Year Contract (with possibility of renewal)

**SCHEDULE:** Monday to Friday, 9 am to 5pm; weekends as needed

**EXPECTED HOURS:** 40 per week

**APPLICATION DEADLINE:** Dec 19, 2025

**BENEFITS:**

- Company events
- Dental care
- Extended health care
- On-site parking

## **FULL JOB DESCRIPTION**

New Circles Community Services is a dynamic and essential non-profit organization dedicated to fostering community integration and building a more inclusive and connected society. We are seeking a passionate and experienced **Employment Counsellor** to join our dedicated team.

### **The Opportunity**

This role is crucial in supporting racialized newcomers as they build essential skills and connections for sustainable re-settlement and successful integration into the Canadian workforce.

The Employment Counsellor will be responsible for the full lifecycle of employment-related services, including program development and implementation, workshop development and facilitation, evaluation, client intake and reporting. This position ensures that our clients are actively engaged in programs that directly address their unique needs and barriers to employment.

You will also oversee service quality, prepare required reports, maintain meticulous documentation, and ensure full compliance with organizational goals and funder requirements, while professionally representing New Circles in the community.

### **Key Responsibilities**

#### **1. Program Coordination & Client Service (80% Focus)**

- **1:1 Employment Counselling:** Deliver tailored support, including goal-setting, action planning, résumé/cover letter creation, job search strategies, and interview preparation.
- **Workshop Facilitation:** Design and lead small-group workshops focused on employment readiness, career development, job search techniques, and entrepreneurship fundamentals.
- **Client Management:** Conduct thorough pre-assessments, needs assessments, and regular check-ins. Track progress, maintain accurate case notes, and meet all program targets.
- **Recruitment & Engagement:** Manage all aspects of program promotion and participant recruitment efforts to ensure full program enrollment and active engagement.

- **Program Design:** Review and adapt program curriculum to ensure alignment with organizational objectives and the evolving needs of racialized newcomer participants.

## 2. Stakeholder Engagement & Outreach

- **Employer Connections:** Proactively build and maintain positive relationships with local employers to facilitate client job matching and placement opportunities.
- **Community Advocacy:** Cultivate and maintain positive relationships with partners, sponsors, and collaborators. Represent the organization at community events to promote program awareness and advocate for the needs of program participants.
- **Referrals:** Coordinate referral programs and offer participants resources to external support services (e.g., language training, childcare, financial literacy).

## 3. Evaluation, Reporting, & Compliance

- **Data Analysis:** Collect and analyze data on program outcomes, participant satisfaction, and impact metrics to assess effectiveness and inform continuous improvement.
- **Reporting:** Prepare comprehensive reports and presentations on program progress and success stories for stakeholders, funders, and organizational leadership.
- **Documentation:** Maintain accurate, organized records of program activities, participant data, and outcomes in CRM databases (e.g., case notes and client files), ensuring strict compliance with all organizational policies.

## Required Qualifications:

### Education & Certification

- Bachelor's Degree in Social Work, Business Administration, Education, Community Development, Career Development, Human Resources (HR), or a related field.
- Career Development Practitioner (CDP) designation is a distinct asset.

### Experience

- Minimum of 2-3 years of direct experience in employment counselling, workforce development, or social services within a non-profit or community-based organization.
- Demonstrated experience working effectively with diverse populations, particularly immigrants, refugees, and individuals from marginalized and racialized communities.
- Proven proficiency in program development, curriculum design, and workshop facilitation.
- Solid administrative skills, including meticulous case note maintenance, managing documentation, and utilizing CRM/client databases.
- Strong organizational and project management skills, with the ability to effectively multitask and prioritize in a fast-paced environment.

### Knowledge & Attributes

- In-depth knowledge of the unique issues and systemic barriers facing newcomers in the Canadian workforce.
- Strong verbal and written communication, interpersonal, and team-collaboration skills.
- A naturally empathetic, patient, and highly culturally aware approach to service delivery.
- **Language:** Fluency in English is required. Proficiency in additional languages spoken by program participants is a strong asset.

## Why Join Us?

This role offers a unique opportunity to make a tangible, immediate difference in the lives of newcomer families. By joining the dedicated team at New Circles, you will be at the forefront of community integration, directly helping to build a more inclusive and connected future.

If you are passionate about building community and possess the qualifications and flexibility to thrive in this dynamic role, we encourage you to apply today!

To apply for the position, please send your resume and cover letter in one pdf document to Sheeba Colvine, Sr. Manager Employment and Settlement Services at [sheeba@newcircles.ca](mailto:sheeba@newcircles.ca).

Thank you for your interest in this position but only candidates selected for an interview will be contacted.

***“We work together to provide basic needs, empower people and build better lives.”***