

External Job Posting

Program Development and Special Projects Coordinator (Contract- Seven Months)

West Neighbourhood House is a multi-service, neighbourhood-based agency that has served the diverse communities of downtown west Toronto since 1912. The central purpose of West Neighbourhood House is to enable less-advantaged individuals, families and groups in the community to gain greater control over their lives and community. We're looking for a progressive, 'self-starter' and team player who can help implement a new program model that combines high quality financial counseling, developing and implementing a new data platform to track quality of life indicators, and steward an important new partnership with Building Up, a skilled trade apprenticeship program, and to create linkages between this project/partnership and a cross-unit focus on informal economy workers by leading informal economy outreach, education, partnership development and surfacing policy implications.

Responsibilities:

- Develop and manage new partnership between Building Up and West Neighbourhood House, using interpersonal skills, outreach techniques, and quality service delivery to Building Up program participants and staff.
- Provide one-to-one financial counselling to graduates from Building Up's apprenticeship training program.
- Work with outside consultants to develop a data platform to track personal financial data, workforce development outcomes, and quality of life indicators.
- Schedule tax appointments with participants with internal and external supports. Coordinate financial workshops with internal support and outside speakers from banks and credit unions.
- Maintain an active caseload of 50-120 apprentices in the skilled trades and track their financial data over time.
- Work closely with Community Development program to link this Building Up partnership with findings and implications for Informal Economy workers. Analyse and recommend policy related to work in the informal economy based on knowledge and experience gained in this partnership, community outreach, partnerships and through discussion with staff working with informal workers.
- Develop and maintain up-to-date detailed knowledge of financial issues and financial services affecting low-income people
- Work with the other staff as needed to support and document learnings and trends related to one-to-one financial counselling including how they relate to informal workers
- Document and analyse issues arising from the community served and participate in the development of recommended solutions, including collecting statistics and documentation
- Participate in weekly team meetings at West NH.
- Use appropriate tools for social distancing to conduct one-to-one counselling sessions (Zoom, Teams, Google Hangouts, FaceTime, Skype, etc) and when safe, work most days at Building Up's offices.
- Work some evenings and weekends to accommodate the schedules of workers in the trades, other informal workers, partners, and House activities.

Qualifications:

West Neighbourhood House is an equal opportunity employer. We thank all applicants, but only those candidates to be interviewed will be contacted.

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- Accreditation as a CPA, AFCC, or a strong background in finance and/or financial coaching.
- Willingness to engage in AFCC accreditation process
- Intermediate to expert knowledge of Office365 suite of apps, especially Excel, SharePoint, Forms, and an understanding of LimeSurvey and PowerBi
- Background/understanding in data collection and analysis with 2+ years experience in positions where data collection and analysis was used
- Knowledge of informal economy and self-employment challenges of newcomers and low-moderate income participants in the workforce
- Ability to make connections with participants that lead to long-term connections and multiple meetings
- Experience interpreting and analysing data for policy recommendations and program development
- Demonstrable knowledge of financial matters affecting low-income people
- Experience in and commitment to community development and public education in order to build the capacity of diverse individuals, organizations and communities
- Experience working with diverse low-income communities, including people from diverse cultures and language groups, people with disabilities, people with mental health issues, and people with various levels of formal education
- Problem-solving skills and initiative
- Experience in providing one on one supports (assessment, problem-solving, solid judgement, and clear understanding of the importance of confidentiality)
- Able to work well in a team
- Excellent communication skills in English, written and verbal
- Fluency in a language other than English that is relevant for the community served in west downtown Toronto is an asset
- Familiarity with computers and Windows software
- Able to travel within Toronto and
- Able to work some evenings and weekends

Status:	Contract – 7 Months
Start Date:	ASAP
Hours:	35 per week
Rate:	Blended – \$28.39 per hour – 28 hours (under review) \$29.25 per hour – 7 hours
Unit:	Community Economic Strategies (.8 FTE), Community Response & Advocacy (.2 FTE)
Immediate Supervisor:	Unit Director, Community Economic Strategies
Posting Date:	August 27, 2020
Closing Date:	September 16, 2020
Note:	West Neighbourhood House provides accommodation during all parts of the hiring process, upon request, to applicants with disabilities. Applicants should make their needs known in advance.



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Please send resumes by 5:00pm on the closing date to:

Hiring Committee
588 Queen St. W.
Toronto, ON
M6J 1E3
dianade@westnh.org

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A United Way Member Agency
