

### Community Financial Worker

West Neighbourhood House, formerly St. Christopher 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.

The Financial Empowerment program works with diverse low-income people, providing resources and supports so they can manage and resolve stressful and often complex financial issues.

The Community Financial Worker will problem-solve with community members to address their immediate financial concerns, including preparation of income tax files, access to maximized benefits, addressing debt problems and other financial stressors.

**West Neighbourhood House is actively seeking qualified applications from Indigenous, Black and People of Colour, persons with disabilities, women and persons of all sexual orientations and gender identities/expressions. Applicants with lived experience as a participant of West Neighbourhood House programs, or related programming from similar organizations, are also strongly encouraged to apply.**

**West Neighbourhood House will provide accommodation throughout the recruitment & selection process to applicants with disabilities. During any stage of the recruitment process, please indicate the nature of any accommodation(s) you may require. Any information received relating to accommodation measures will be addressed confidentially.**

#### Responsibilities:

- Provide one-to-one information and problem-solving support to diverse low-income people regarding their financial matters, in West Neighbourhood House locations and in partner settings. This includes providing information and supports for participants to gain access to appropriate financial services, benefits and income tax filing;
- Develop and deliver public education on financial issues, including workshops and materials;
- Routinely utilize a database to collect statistics and documentation of daily work;
- Train and support students and volunteers (e.g. income tax clinics) and other staff as needed;
- Work with the FEPS team and other staff and partners to problem-solve and provide additional supports to diverse participants as needed;
- Work with partners in the delivery and continued development of FEPS programming;
- Conduct outreach to diverse low-income communities;
- Acquire and maintain up-to-date, detailed knowledge of financial issues and financial services affecting low-income earners including self-employed as well as people on social assistance and other marginalized groups;
- Work with the FEPS team and other staff and partners to problem-solve and provide additional supports to diverse participants as needed;

## Internal Job Posting

- Document and analyze issues arising from the community served and participate in the development of recommended solutions, including advocacy and public education;
- Participate in team, cross-program and House activities.

### Qualifications:

- Demonstrable education and/or training about financial concepts and financial services;
- Minimum 1 year experience working with diverse individuals regarding financial matters, including income tax filing and use of income tax return programs such as Profile, Ufile or others;
- Knowledge of financial matters affecting diverse low-income populations;
- Experience providing one-to-one supports, demonstrating good assessment and problem-solving skills, solid communication and interpersonal skills, good judgement, and clear understanding of the importance of confidentiality;
- Demonstrated understanding of anti-racism and anti-oppression concepts and practices and commitment to continued learning and reflection;
- Ability to assess situations that are beyond your scope and skill level and seek assistance from other FEPS staff, West NH staff, supervisor and/or make referrals for additional supports;
- Excellent communication and interpersonal skills;
- Strong computer skills (e.g. Excel, Word, Teams, Zoom etc.);
- Ability to work in a team and independently;
- Commitment to a community development approach to build the capacity of diverse individuals, groups and communities;
- Able to work some evenings and weekends and travel within Toronto;
- Ability to speak a language other than English is an asset;
- *Lived experience in communities that we serve is an asset.*

<b>Status</b>	Permanent Full Time (CUPE Local 3393 Bargaining Unit Position)
<b>Existing Vacancy:</b>	Yes
<b>Start Date:</b>	ASAP
<b>Hours:</b>	35 hours per week, flexible with some evening and weekend work
<b>Rate:</b>	\$28.59 (4 weeks' vacation, paid sick days, 3 floater days, full benefits package after 3 months, Multi-Sector Pension Plan after 6 months)
<b>Unit:</b>	Community Economic Strategies
<b>Immediate Supervisor:</b>	Manager, Financial Empowerment
<b>Posting Date:</b>	June 30, 2026
<b>Closing Date:</b>	July 8, 2026

**Please submit your cover letter and resume clearly indicating “Community Financial Worker” by 5:00 p.m. on the closing date to:**

Manager, Financial Empowerment  
248 Ossington Ave.  
Toronto, ON M6J 3A2  
[rebekahsm@westnh.org](mailto:rebekahsm@westnh.org)