

External Job Posting

Community Tax and Benefits Worker (Temporary)

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 at West Neighbourhood House helps people living on a low-income with their tax returns throughout the year. Our program is looking for a Community Tax and Benefits Worker to complete income taxes and provide basic information about money matters. This position will also complete some administrative duties for the team. Working in a team and under the support and direction of the Financial Empowerment Coordinator, this position will assist people living on a low-income to maximize their income, manage their financial affairs and participate as full citizens.

West Neighbourhood House is actively seeking 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:

- Support diverse low-income people regarding their financial matters with a focus on income tax completion;
- Help participants to access benefits and entitlements as appropriate;
- Complete Income Tax returns using Canada Revenue Agency's e-filing program;
- Respond to phone inquiries, assess, screen and connect participants with Financial Empowerment staff who can best assist with their financial concerns;
- Model a participant-centred approach to working with a diverse community;
- Develop and maintain up-to-date detailed knowledge of financial issues and financial services affecting low-income people especially as they relate to tax issues, maximizing income and entitlements and including when refer/where to participants;
- Assist the Community Financial Worker and coordinator with a range of tasks (e.g. administrative, project based, etc.);
- Document, compile and analyze statistics and learnings;
- Work collaboratively in a team setting;
- Participate in the Financial Empowerment team and broader House activities as required.

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Qualifications:

- Understanding of the money matters that people living on a low-income face;
- Ability to complete same year taxes is required;
- Tax return preparation experience using Profile, UFile and / or other programs;
- Ability to help low-income people access some benefits and entitlements;
- Experience in providing basic one-on-one supports (assessment, problem-solving, solid judgement and clear understanding of the importance of confidentiality) to diverse people living on a low-income;
- Ability to assess situations that are beyond your scope and skill level and seek assistance from other Financial Empowerment staff and/or make referrals for additional supports;
- Excellent communication skills;
- Ability to work in a busy social service environment;
- Strong computer skills (e.g. excel, word etc.). Use of video chat (Teams, Zoom, etc.) program is required;
- Strong ability to work in a team;
- Willingness and ability to learn especially if tax preparation experience is incomplete;
- Able to work some evenings and weekends and travel within Toronto;
- Ability to incorporate an anti-oppression/anti-racist approach in daily work;
- Ability to complete past years taxes is an asset;
- Ability to speak a language other than English is an asset.

Status: Temporary
Contract Dates: ASAP to April 30, 2024
Hours: 35 hours per week, flexible with some evening work
Rate: \$22.34 per hour
Unit: Community Economic Strategies
Immediate Supervisor: Coordinator, Financial Empowerment and Problem Solving
Posting Date: January 18, 2024
Closing Date: February 1, 2024

Please send your resumes and cover letter by 5:00 pm on the closing date to:

Hiring Committee
588 Queen St. W.
Toronto, Ontario
M6J 1E3
jobs@westnh.org