

Financial Coach

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.

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 Financial Coach position will provide high quality financial coaching to diverse low-income people while testing and utilizing a new data platform to track quality of life indicators.

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 financial coaching for diverse low-income people in West Neighbourhood House locations and in partner settings. This includes information and supports for participants to gain access to appropriate financial services and to develop a financial plan to meet their goals;
- Maintain contact and support with participants over time and track changes in their financial health and well-being with the Quality of Life data platform. This requires a significant commitment to collecting and updating accurate data while protecting participants' privacy. In addition, there is routine use of a database to collect statistics and documentation of daily work;
- Develop and deliver public education on financial issues, including workshops and materials;
- Train and support students and volunteers and other staff as needed;
- Work with the Financial Empowerment 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 Financial Empowerment 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;
- Participate in team, cross-program and House activities.

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

Internal Job Posting

Qualifications:

- Certified Financial Counsellor (CFC) Designation, or enrolment with imminent CFC designation is a requirement with a clear commitment to ongoing training;
- Minimum 2 years' experience delivering financial services and demonstrable knowledge of financial matters affecting diverse low-income populations;
- Experience in providing one-to-one supports (assessment and problem-solving skills, solid communication and interpersonal skills, good judgement, and clear understanding of the importance of confidentiality);
- Ability to make and sustain supportive and appropriate relationships with diverse low-income people over time with regular interactions. This requires knowledge of the employment challenges and other systemic issues creating financial stresses for low-income earners in the workforce, people working in the informal economy, people on social assistance, people from diverse cultures and language groups, people with disabilities, people with mental health issues, and people with various levels of formal education;
- Ability to assess situations that are beyond your scope and skill level and seek assistance from other Financial Empowerment staff, West NH staff, supervisor and/or make referrals for additional supports;
- Commitment to a community development approach to build the capacity of diverse individuals, groups and communities;
- A solid background in/understanding of data collection and analysis;
- Demonstrated understanding of anti-racism and anti-oppression concepts and practices and commitment to continued learning and reflection;
- Able to work well in a team and independently;
- Excellent communication skills in English, written and verbal;
- Have the experience and comfort level to conduct one-to-one coaching sessions and workshops virtually and remotely (via Zoom, Microsoft Teams, WebEx, Google Hangouts, Duo, FaceTime etc);
- Able to travel to program sites within Toronto;
- Able to work some evenings and weekends.
- Ability to speak a language other than English is an asset;
- Lived experience in communities that we serve is an asset.

Status:	Permanent Full Time (CUPE Local 3393 Bargaining Unit Position)
Existing Vacancy:	Yes
Start Date:	ASAP
Hours:	35 hours per week, flexible with some evening work
Rate:	\$31.14 per hour (4 weeks' vacation, paid sick days, floater days, full benefits package after 3 months, Multi-Sector Pension Plan after 6 months)
Unit:	Community Economic Strategies
Posting Date:	June 9, 2026
Closing Date:	June 16, 2026



Internal Job Posting

Please send your cover letter and resume clearly indicating “Financial Coach” by 5:00pm on the closing date to:

Hiring Committee
rebekahsm@westnh.org