

Internal/External Job Posting

Program Manager: Financial Empowerment and Special Projects

West Neighbourhood House seeks a Program Manager to lead our financial empowerment programming for local low-income adults in downtown west Toronto.

This Manager position will directly supervise and oversee our ongoing financial problem-solving work with low-income people (including assistance with income taxes and benefits) while furthering our model of embedding financial coaching/counselling in other sectors and settings in the region. The Manager also will be part of the West Neighbourhood House team continuing to develop, test and utilize the Quality of Life data platform, particularly the data pertaining to financial empowerment work. Additional supervision, program supports, and special projects will be developed in conjunction with the senior leadership team.

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. Our programs and community development activities support approximately 16,000 people of all ages annually in addition to ongoing public policy development and advocacy on social and economic issues.

West Neighbourhood House is actively seeking qualified applications from Indigenous, Black and People of Colour, people with disabilities, women and people 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:

- Hires, trains, supervises and supports frontline staff as well as managing and supporting consultants, students, and volunteers;
- Ensures that our financial empowerment work program is accessible to diverse low-income people, high quality, and incorporates best practices regarding anti-racism, anti-oppression, righting relations with Indigenous peoples, with low barrier for access to supports;
- Initiates and implements innovations, collaborations, and special projects related to improving conditions for low-income people;
- Proactively maintains and enhances working relationships with key partners, collaborations, and sector networks, including regular communication and cooperative problem-solving;
- Works with a new Program Director and other senior management staff to represent West NH to funders, donors, external groups/committees, media and other stakeholders;

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- Monitors and evaluates programs, including regular review of data and eliciting and responding to program participant suggestions, complaints and feedback;
- Ensures timely and accurate data collection and reporting of the team's work;
- Works with the leadership team to support the House's strategic initiatives, operational processes, program goals, policies and protocols where appropriate;
- Temporarily fills in for other management staff as needed;
- Other duties as required.

Qualifications:

- Education and training in financial planning, financial counselling/coaching equivalent to an undergraduate university degree;
- Current Certified Financial Counsellor (CFC) membership in good standing or equivalent professional membership/accreditation;
- Minimum 2 years supervisory experience. Experience in a management role in a unionized environment is an asset, however, training and coaching will be provided;
- Experience in the social services sector or other community-based work is an asset;
- Demonstrated curiosity, initiative, and interest in quality improvement, program development and innovation are crucial for this role;
- Excellent interpersonal skills including communication skills, transparent information-sharing, teamwork, understanding and appreciation of diversity, equity and inclusion/anti-racism/anti-oppression principles and practices;
- Experience and initiative in having difficult conversations, problem-solving and conflict resolution;
- Willingness and commitment to continual learning, including use of evolving technologies and communication processes, and reflections about diversity, equity and inclusion/belonging;
- Strong attention to detail and ability to organize and manage multi-faceted work;
- An understanding and commitment to privacy and confidentiality;
- Ability to travel between locations and partner sites. This position will have the option to work sometimes remotely (e.g. from home);
- Ability to regularly take turns to work or be on call evenings or weekends.

Status:	Permanent Full Time (non-bargaining unit position)
Start Date:	As soon as possible
Hours:	35 hours per week
Rate:	\$82,791 (4 weeks' vacation, paid sick days, floater days, full benefits package after 3 months, RRSP contribution at 5% after 1 yr)
Posting Date:	August 6, 2026
Closing Date:	Ongoing recruitment. Resumes will be considered as they arrive.

Please send your cover letter and resume clearly indicating "Program Manager – Financial Empowerment and Special Projects" to:

Hiring Committee
jobs@westnh.org