

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.

Our Financial Empowerment and Problem-Solving Program (FEPS) helps people living on a low-income manage and resolve their pressing and complex financial issues. FEPS is looking for a Community Financial Worker to prepare income taxes, access benefits and provide problem solving support for participants around money matters. Working in a team and under the support and direction of the FEPS Coordinator, this position will assist program participants in maximizing their income, managing their financial affairs and improving their personal financial well-being.

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 NH 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 support to diverse low-income people regarding their financial matters, both in West Neighbourhood House locations and in local community agencies
- Develop and maintain up-to-date detailed knowledge of financial issues and financial services affecting low-income people
- Develop and deliver public education on financial issues. This includes developing materials, public speaking, and media contacts
- Develop and deliver workshops and training for community members, volunteers and staff in related sectors
- Work with the FEPS Coordinator to support volunteers and staff via monitoring and problem-solving
- Work with partners in the delivery and development of FEPS programming
- Conduct outreach to diverse low-income communities in downtown west Toronto
- Document and analyse issues arising from the community served and participate in the development of recommended solutions, including collecting statistics and documentation
- Participate in the FEPS team and broader House activities as required

Qualifications:

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

- Understanding of the money matters that people living on a low-income face
- Ability to complete current-year taxes is required
- Tax return preparation experience using Profile, UFile and/or other programs
- Ability to help low-income people access income benefits, subsidies 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
- Lived experience in communities that we serve (preferred)
- Ability to assess situations that are beyond your scope and skill level and seek assistance from other FEPS 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 and independently
- 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: Permanent Full Time (bargaining unit position)
Start Date: ASAP
Hours: 35 hours per week, flexible with some evening work
Rate: \$25.19 (4 weeks vacation, paid sick days, 3 floater days, full benefits package after 3 months, Multi-Sector Pension Plan after 6 months)
Unit: Community Economic Strategies
Immediate Supervisor: Coordinator, Financial Empowerment and Problem Solving
Posting Date: January 12, 2022
Closing Date: January 19, 2022
Note: **All West Neighbourhood House employees are required to be fully vaccinated as a condition of hire in accordance with the West Neighbourhood House Covid-19 Vaccination Policy**

Please reply in writing by 5:00 p.m. on the closing date to:

Coordinator, Financial Empowerment and Problem Solving
1033 King St. W.
Toronto, Ontario
M6K 3N3
tamaragr@westnh.org



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A United Way Member Agency
