

External Job Posting

Financial Coach – Young Adult Employment (Contract - 12 Months)

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.

Our Financial Empowerment and Problem-Solving program (FEPS) helps people living on a low-income manage and resolve their pressing and complex financial issues. We are looking for a progressive, 'self-starter' and team player who can assist in designing and implementing a new program model focused on young adults. This position will work with young adult employment programs across Toronto to provide high quality financial coaching to program participants while supporting the implementation of a new data platform to track quality of life indicators.

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:

- Provide one-to-one financial counselling to 75 to 125 young adult employment program participants across partner employment agencies. This includes assisting participants to gain access to appropriate financial services and supports (e.g. tax filing, opening a bank account, benefits applications)
- Design, develop and conduct workshops about financial issues relevant to young adults in employment programs
- Maintain contact and support with participants over time and track changes in their financial health and well-being over time
- Acquire and maintain up-to-date, detailed knowledge of financial issues and financial services affecting young adults, low-income earners and other marginalized groups
- Work with the FEPS Coordinator and other staff as needed to support and document learnings and trends related to one-to-one financial coaching in respect to young adults, low-income and/or marginalized or informal workers
- Document and analyse other socioeconomic issues arising from the community served and participate in the development of recommended solutions, including collecting statistics
- Participate in the FEPS team weekly check-ins and broader organizational activities

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Qualifications:

- Enrolment or accreditation as an AFCC
- Minimum 2 years experience delivering financial services and demonstrable knowledge of financial matters affecting diverse young adult populations
- Experience in providing one-to-one supports (assessment, problem-solving, solid judgement and clear understanding of the importance of confidentiality)
- Ability to make and sustain supportive professional relationships with young adults over time and multiple meetings. This requires knowledge of the employment challenges and other systemic issues faced by young adults, low-income earners in the workforce, people from diverse cultures and language groups, people with disabilities, people with mental health issues, and people with various levels of formal education
- Experience in and a commitment to community development and public education to build the capacity of diverse individuals, organizations and communities
- A solid background in/understanding of data collection and analysis
- Above average problem-solving skills and initiative
- Able to work well in a team
- Excellent communication skills in English, written and verbal
- Fluency in a language other than English that is relevant for the community served in west downtown Toronto is an asset
- 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 when deemed appropriate
- Able to work some evenings and weekends

Status: Contract – 12 months with possibility of renewal
Start Date: ASAP
Hours: 35 per week
Rate: \$27.79 (under review)
Unit: Community Economic Strategies
Immediate Supervisor: Coordinator of FEPS
Posting Date: May 4, 2022
Closing Date: May 17, 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 send resumes by 5:00pm on the closing date to:

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