



WoodGreen Community Services Job Posting

WoodGreen Community Services is one of the largest social service agencies in Toronto. A founding United Way of Toronto member agency, WoodGreen has grown to span 36 locations and serves 37,000 people each year. WoodGreen helps people find safe, affordable housing, seniors live independently, internationally-trained professionals enter the job market, parents access childcare, children and youth access after-school programs, newcomers settle in to Canadian life, homeless and marginalized people get off the streets and youth find meaningful employment and training. Visit www.woodgreen.org for more information.

Internal Candidates only may apply:	February 15 – 17, 2017
Job Posting Application Deadline	March 3, 2017 at 5:00 pm
Job Title:	Counsellor, Financial Empowerment (2 positions)
Program & Unit:	Financial Empowerment, Central Services
Work Week:	35 hours/week (some evenings & Saturdays)
Salary Grid Level:	G8 - \$47,817/year
Employment Category:	Bargaining Unit – Full-time

Program Overview

WoodGreen's Financial Empowerment Unit helps clients manage their finances, access government benefits, realize their financial goals and make informed decisions about their personal finances.

Position Summary

The Counsellor's primary role is to provide direct service to clients in these areas. The Counsellor also provides information and resources on financial and tax related matters to both WoodGreen staff and external partners, supervises volunteers and staff, and conducts off site workshops on financial topics.

Main Responsibilities:

- Provide counselling on debt and credit management, banking, saving, retirement planning, and other financial issues
- Help clients apply for government benefits and income supports
- Problem solve and advocate for clients who have been denied government benefits and income supports
- Prepare income tax returns and T1 adjustments
- Develop and deliver Financial Literacy workshops to community groups and agencies
- Assist in recruiting, training, supervising and supporting volunteers and students
- Provide resources and information on tax and financial issues to WoodGreen staff and external partners
- Keep up-to-date and accurate case notes on all clients in WoodGreen's database
- Maintain other records as required
- Provide support in conflict situations, including resolving client complaints and disputes to ensure a positive customer service experience

Required Education and Registration:

- Degree in Social Work.
- Financial Counsellor Accreditation is an asset.

Preferred Qualifications:

- Minimum of 2 years' experience in case management
- Minimum 2 years' experience working or volunteering in a community-based setting or the not-for-profit sector.
- Demonstrated case management experience
- Demonstrated knowledge of provincial and federal income supports and benefits
- Demonstrated knowledge of debt and credit management
- Demonstrated knowledge of the Canadian income tax system
- Experience working with clients in the health care system
- Experience working with and mentoring volunteers with varied skill sets
- Experience developing and facilitating educational workshops
- Experience developing and facilitating staff training workshops
- Strong organizational and time management skills
- Excellent interpersonal and communication skills
- Strong computer skills including Power Point and Excel
- Comfortable providing services in the field using mobile technology
- Sensitivity to the needs and challenges faced by our clients, and a desire to help and serve our community.
- Comfortable in working with volunteers and clients that come from all walks of life.
- Ability to resolve conflicts autonomously and seek appropriate support as required.

To Apply:

Please submit your resume and cover letter, **quoting the position title in the subject line** as follows:

WoodGreen employees ONLY – apply to hrjobs@woodgreen.org. Please note that external applications sent to this e-mail will not be forwarded and will be deleted.

All other applicants – apply to msophianopoulos@woodgreen.org. Att: Maria Sophianopoulos

We are an equal opportunity employer. We welcome applications from diverse individuals who self-identify on the basis of any of the protected grounds under the *Human Rights Code*. We are committed to integration and maintaining the independence of individuals and removing barriers to accessibility in the workplace. We are committed to full compliance with the *Human Rights Code*, the *Accessibility For Ontarians With Disabilities Act*, the *Pay Equity Act*, the *Occupational Health and Safety Act*, and all other applicable legislation.

WoodGreen is also committed to developing inclusive, barrier-free selection processes and work environments. If contacted in relation to an employment opportunity, please advise our HR representative at hrjobs@woodgreen.org of the accommodation measures if required which would enable you to be interviewed in a fair and equitable manner. Information received relating to accommodation measures will be addressed confidentially.