



WoodGreen Community Services *Job Posting*

Our Vision:

A Toronto where everyone has the opportunity to thrive

Financial Empowerment Coordinator Competition #2019-012-BO

Employment Type:	Contract (ending March 31, 2020), Bargaining Unit
Work Hours:	35 hours/week (May include some evenings and weekends)
Salary:	G8 - \$49,141
Application Deadline:	February 14, 2019 by 11:59 pm

Who We Are

A United Way Anchor Agency, WoodGreen combines significant scale and a proven track record with an entrepreneurial mindset, continuously seeking and developing innovative solutions to critical social needs.

Now in our 81st year, we are one of the largest social service agencies in Toronto, serving 37,000 people each year. We're a group of diverse individuals who value respect, excellence, compassion, integrity, and team work.

Visit www.woodgreen.org to learn more about who we are and what we do.

Program Overview – Financial Empowerment, Building Opportunities

WoodGreen's Financial Empowerment (FE) Program serves to prevent, reduce and alleviate poverty by directly addressing the financial barriers in the lives of our clients. We provide free and unbiased financial counselling, education and tax filing support to Torontonians who are living on a low income and who are unable to address these issues alone. We are a program in constant development and expansion, actively pursuing opportunities to explore innovative methods and produce research on best practices to maximize client impact.

As the Financial Empowerment Coordinator your primary role is to oversee the operation of WoodGreen's free, year-round income tax filing service and to develop, coordinate and facilitate group workshops to clients and professionals on financial topics relevant to living on a low income.

What You Will Do

- Directly coordinate the majority of tax clinic shifts, collaborating with other FE Team staff and/or students to ensure coverage for those shifts that you are not able to attend (eg. when there are multiple clinics running simultaneously, etc.).
- Collaborate with FE Supervisor to develop and execute plans for pilot testing of new tax clinic service improvements in 2019, which may include research on using text messages for client appointment reminders, or integrating broader financial benefit education/eligibility screening into the tax clinic environment.
- Monitor volunteer performance, providing constructive feedback and conflict resolution when necessary. Work with leadership-level volunteers to support volunteer skill development as appropriate, always ensuring that the accuracy of client returns and delivery of respectful client service are top priorities.
- Develop and facilitate Financial Literacy Workshops to a diverse group of clients on a variety of financial topics relevant to living on a low income. These topics include, but are not limited to:

tax filing and benefits access, debt and credit management, budgeting and money management, banking, low-income retirement planning, etc.

- Coordinate and maintain schedule of workshop bookings, including booking appropriate volunteer support where appropriate.
- Perform outreach and networking activities as needed to build relationships with strategic community partners to reach target client groups.
- Collect attendance records, client feedback forms and administer research and evaluation surveys with participants as needed.
- Participate in program planning and development activities.

What You Bring to the Team

- Degree in Social Work, Finance, or Business Administration.
- Minimum two (2) years of experience coordinating program delivery in the social services sector, including facilitating workshops.
- Experience coordinating a Community Volunteer Income Tax Program (CVITP) and/or coordinating a large volunteer program considered an asset.

What Will Set You Apart

- Proven ability to adjust communication or teaching style to meet the needs of diverse groups of clients facing a variety of personal and systemic barriers.
- Experience working from a client-centered, anti-oppressive framework.
- Outstanding communication and interpersonal skills.
- Detail-oriented, independent worker with strong organizational and time management skills.
- Comfortable working in a variety of community settings, involving travelling to different locations around Toronto.
- Comfortable setting up your own mobile technology (e.g. laptops, WiFi hub, projector, etc.).
- Strong computer skills including MS Power Point and Excel.
- Experience working with and mentoring volunteers and students with varied skill sets.
- Flexible with shift scheduling, including some evening and weekend shifts.

Why You'll Want to Work With Us

At WoodGreen you will be part of an amazing team that does amazing things for our community.

We offer:

- ✓ Competitive salary/excellent benefits for full-time, contract (1 year+), and PSW employees
- ✓ Ongoing training and opportunities for career advancement within the organization
- ✓ Formal staff recognition and appreciation programs
- ✓ Access to group discount programs and purchases

To Apply

Submit your resume and cover letter, **quoting the competition # in the subject line**, as follows:

WoodGreen employees ONLY to:	hrjobs@woodgreen.org
External applicants to:	DMaillet@woodgreen.org

WoodGreen is an equal opportunity employer. We are committed to providing an inclusive and barrier-free selection process and work environment. If contacted in relation to an employment opportunity, please advise our HR representative at hrjobs@woodgreen.org of the accommodation measures required. Information received relating to accommodation will be addressed confidentially.