



WoodGreen Community Services *Job Posting*

Our Vision:

A Toronto where everyone has the opportunity to thrive

Counsellor, Financial Empowerment Competition #2019-017-BO

Employment Type:	Contract (10-months), Bargaining Unit
Work Hours:	35 hours/week (some evenings and weekends)
Salary:	G8 - \$27.00/hour
Application Deadline:	February 24, 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.

What You Will Do

- 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.

What You Bring to the Team

- Degree in Social Work.
- Register Social Worker (RSW) with the Ontario College of Social Workers and Social Service Workers (OCSWSSW), or willing and eligible to become registered upon hire.
- Financial Counsellor Accreditation is an asset.
- Minimum of two (2) years case management experience.
- Minimum of two (2) years of experience working or volunteering in a community-based setting or the not-for-profit sector.

What Will Set You Apart

- Experience providing income support case work and/or financial problem solving to clients.
- 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.

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:	AHadida@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.