

JOB POSTING SENIOR OFFICER PROGRAM DELIVERY & INTEGRATION DEPARTMENT

WHO WE ARE

Founded in 1986, Prosper Canada is a national charity dedicated to expanding economic opportunity for Canadians living in poverty through program and policy innovation.

As Canada's leading national champion of financial empowerment, we work with government, business, and community partners to develop and promote financial policies, programs and resources that transform lives and foster the prosperity of all Canadians.

Prosper Canada does not deliver services directly to people living on low incomes. Instead, we work with public, private and community sector partners to ensure quality financial empowerment (FE) supports (including effective policy and regulation) are available to all people living on a low income across Canada.

At Prosper Canada, we value being collaborative, human-centred, and forward-thinking. We recognize, accept, and celebrate our differences. We see power in diversity, equity, and inclusion, and believe we can help everyone thrive by being our boldest true selves. Diversity is at the core of what we do and who we support to build financial health. Our financial empowerment efforts focus on equity-seeking groups including those living on low incomes, Indigenous Peoples, members of racialized communities, and people living with disabilities.

We strive to create a culture where all feel valued, respected, and a true sense of belonging. We are looking to bring diverse perspectives that represent the lived experience, needs and challenges of equity-seeking groups. Join us in supporting and empowering everyone in Canada to prosper.

THE OPPORTUNITY

An estimated \$2+ billion in government benefits is not accessed every year by Canadians who need those support to thrive, and we need your help to close that gap.

Prosper Canada is seeking a dynamic and motivated individual to join our Program Delivery & Integration department. In this exciting role, you will join our Technology-Enabled Financial Empowerment team, helping to support a network of organizations and families across Canada using the free [Benefits Wayfinder](#) tool to access income-boosting benefits for people living on low incomes. You will lead researching and maintaining content on the site, improving user

experience on the site, and supporting partnership development and project management towards enhancing and scaling benefits access services.

Over 300,000 Canadians have used this tool since we launched it in 2022, and you will play a key role in the next phase of our journey. Among our many exciting plans, we are hoping to build stronger supports within the tool for Indigenous individuals and families, expand partnerships with professional bodies such as those serving social workers and healthcare professionals, and integrate municipal benefits in the tool.

The Benefits Wayfinder platform currently includes three sites: the Benefits Wayfinder, Disability Benefits Compass, and Bridge to Benefits. You will support each of these sites, report to the Manager of Technology-Enabled Financial Empowerment and work collaboratively with other teams across the Program Delivery and Integration Department, as well as teams across the organization including Learning and Training, Marketing and Communications, Information Systems, and Finance.

The ideal candidate will bring strong experience in providing financial information and supports for people living on low incomes (e.g., financial coaching, problem solving, financial literacy, etc.), as well as expertise in project management. You will be part of a team that works with government, business, philanthropic and community partners and Canadians living on low incomes to design and build technology tools that enable financial education, counselling and coaching, as well as support tax filing, benefit access, and consumer protection.

Salary

The salary range for this position is \$67,000 to \$73,000.

Benefits

- Statutory benefits (EI & CPP)
- Paid vacation days
- Extended health and dental benefits
- Employer contribution to RRSP

SUMMARY OF RESPONSIBILITIES

- Plan and lead projects focused on expanding the Benefits Wayfinder platform and associated partnerships with the goal of increasing benefits access for Canadians living on low incomes. This will include:
 - Working with Prosper Canada senior management to scope and set objectives for Benefits Wayfinder projects that you lead.
 - Developing and executing project plans in collaboration with the Manager, Technology-Enabled Financial Empowerment.

- Engaging Canadians with low incomes, community service providers, and other collaborators to define financial help needs for Canadians with low incomes and develop concepts and prototypes to address those needs.
- Managing relationships with internal and external project partners, collaborators, and funders, including technology providers, internal development teams, community service providers, and researchers.
- Analysing findings from your projects and associated research and evaluation activities to inform next steps in deepening the impact of the Benefits Wayfinder
- Manage information and content overseeing our content management processes, on the Benefits Wayfinder and supporting websites, ensuring that content is accurate, up-to-date, in plain language, and useful to Benefits Wayfinder users.
- Identify and champion enhancements to the Benefits Wayfinder to deepen its impact and improve its operation and management, in collaboration with our Information Systems team.
- Plan and lead public training sessions on the Benefits Wayfinder, building the capacity of frontline staff to provide access to benefits services using the Benefits Wayfinder

EXPERIENCE AND COMPETENCIES

If you don't meet all the requirements (below), but believe your skill set and experience is applicable or transferable, we would love to hear from you!

Apply if you meet most of these requirements:

- 2+ years of work experience in financial empowerment or related areas (personal finance for people living on low incomes, financial coaching and/or problem solving, tax filing, etc.).
- 5+ years of work experience supporting or leading the management of projects that include collaboration with diverse internal teams and external stakeholders and partners
- Education or training in a related field. You might have a social work degree, accounting training, or related degrees in business, education, etc. We're open to hearing how your education helps set you up to work with us!
- Sensitive to the diverse needs and challenges faced by people living on low incomes, including but not limited to, newcomers, Indigenous Peoples, members of racialized communities, people living with disabilities, people of all gender expressions and sexual / romantic orientations, and those experiencing intersectionality
- An adaptive and entrepreneurial spirit, willing to try new things and comfortable working independently
- Fluency in French and English (e.g. you can develop content and facilitate a webinar in both languages) would be considered an asset but not required for this position.

Prosper Canada also values/welcomes:

- Experience in human-centred design (e.g., user experience design, service design, etc.)
- Applicants from racialized groups, including Black, Indigenous and people of colour
- Applicants of all gender expressions and sexual / romantic orientations, including queer, trans, non-binary and people who identify as two-spirit
- Applicants experiencing intersectionality
- Your personal lived experience and the insights and perspectives this would bring to your work
- Your understanding of the concepts of institutional and structural racism and bias and their impact on underserved and under-represented communities.

We encourage candidates to tell us about themselves in their cover letters and highlight how their lived experiences help them understand the needs and challenges faced by equity-seeking groups. We are committed to making accommodations for all candidates and staff with temporary or permanent disabilities.

APPLICATION DETAILS

- Application deadline:** March 22, 2024
- Start date:** As soon as possible
- Job location:** 60 St. Clair Avenue E., Toronto

Prosper Canada offers a hybrid work environment with staff largely working from home but having the option to work in the office when they prefer or as needed. Staff are periodically required to attend onsite meetings and training sessions and some teams also opt to meet regularly in person. We value in-person connection but expect many staff will want to blend in-office and remote work and look forward to discussing hybrid options with candidates. Candidates for this position will be considered from anywhere in Canada.

- Office attendance:** Approximately 3-4x a year.
- Travelling:** Ability to travel in Canada (5-10% of your time)

How to apply:

Please email the following documents to Prosper Canada, info@prospercanada.org, subject line “Application for Senior Officer, Technology-Enabled Financial Empowerment.”

- Cover letter
- Resume

We thank all applicants for their interest, however, only those selected for an interview will be contacted.

Interviews with candidates will be conducted virtually. If you require any accommodations to have a successful interview, please let us know.