

JOB POSTING
SENIOR OFFICER - TRAINING LEAD
COMMUNITY LEARNING AND ENGAGEMENT TEAM

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

Prosper Canada does not directly provide services to individuals but works through partners to ensure access to quality financial empowerment supports. We work with public, private and community sector partners to ensure quality financial empowerment 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 seek 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.

POSITION SUMMARY

Prosper Canada is seeking a dynamic and motivated individual to join our newly expanded Community Learning and Engagement team as a **Senior Officer - Training Lead**. This full-time role will be responsible for delivering and administering French and English financial empowerment training and capacity-strengthening resources to community partners and external stakeholders across the country. This position reports to the **Manager, Community Learning and Engagement**, and collaborates closely with colleagues across teams, including the Instructional Design Lead, Community Engagement Lead, Community Partnerships and Impact, and other frontline program staff. There are no direct staff management responsibilities in this role.

COMPENSATION

The salary range for this position is \$67,500 to \$85,000. Salary is commensurate with experience based on the range provided. The total compensation package includes:

- Participation in a full suite of employee benefits, including group medical and dental benefits;
- An employer RRSP contribution (contingent on approval by the Board of Directors each year) and membership in the Common Good savings plan;
- Paid personal and sick days;
- 15 paid vacation days annually;
- Paid office closure from Christmas Eve through New Year's Day;
- Paid professional development time and opportunities.

SUMMARY OF RESPONSIBILITIES

Deliver bilingual financial empowerment training

- Facilitate financial empowerment training to frontline community agency partners in both English and French, building their confidence and competence to support clients with low incomes.
- Produce and deliver dynamic learning and knowledge-sharing events across multiple formats (e.g. online courses, live and recorded webinars, Community of Practice convenings) that drive peer learning and professional development.

Manage learning and events systems and platforms

- Administer Prosper Canada's learning management system (LMS) and learning event platforms to ensure seamless participant experiences including managing registration, evaluation, and reporting.
- Respond to training inquiries and provide user support to training and event participants, ensuring participants are supported in a helpful and timely manner and contributing to overall stakeholder experience.

Advance team and organizational strategy and effectiveness

- Contribute to the development, enhancement, and execution of Community Learning and Engagement team strategy and plans, with a focus on strengthening the capacity of frontline community practitioners to deliver financial help services to clients with low incomes.
- Support the development, enhancement, and execution of team and organizational systems and processes (e.g. project management, performance measurement, evaluation and analysis), improving team efficiency performance and cross-team collaboration.

Maintain and enhance inclusive learning infrastructure and operations

- Support the maintenance of Prosper Canada's online resources and training assets recommending updates and improvements where appropriate to ensure they remain accessible, relevant and impactful for diverse learners.
- Contribute to internal capacity-building by supporting development and coordination of learning development and knowledge sharing opportunities for Prosper Canada staff, as needed
- Support team operations by assisting with quarterly reporting requirements
- Coordinating and working with contractors, suppliers, subject matter experts, and other external stakeholders as required (e.g. translators, content developers, partner organizations)
- Advance equity and inclusion by embedding these principles into learning, training, and engagement efforts to ensure content and delivery approaches reflect and respond to the diverse needs of communities and learners served.

Team Contribution and Collaboration

- Strengthen team effectiveness by contributing to a collaborative, inclusive environment that enhances communication, coordination, and shared results.
- Support team resilience during peak workload periods by assisting team members when needed, enabling the team to meet deadlines and maintain service quality.
- Contribute to a strong sense of purpose and collective impact by engaging actively in team initiatives and reflecting shared goals in day-to-day work.

Personal growth and development

- Enhance your own performance and career growth by integrating feedback, participating in learning opportunities, and applying new knowledge to your work.
- Improve team productivity and capacity by offering peer support, sharing tools and insights, and contributing to collaborative problem-solving.
- Foster a culture of continuous improvement by modeling curiosity, adaptability, and alignment with Prosper Canada's mission and values.

Organizational wellbeing

- Advance department and organizational planning by contributing insights from your role to inform team capacity, service delivery, and strategic initiatives.
- Help build a more equitable and inclusive organization by applying equity and inclusion principles in your work with colleagues, partners, and clients.
- Reinforce an inclusive, equitable, and values-aligned team culture by modeling openness, mutual respect, helping to sustain a strong sense of shared purpose and team spirit and a healthy and productive work environment.
- Amplify the work and priorities of the Community Learning and Engagement Team by representing its contributions in internal and external forums.

EXAMPLES OF KEY PERFORMANCE INDICATORS

- Number of frontline community practitioners trained by Prosper Canada, across geographies and priority population groups
- Number of organizations that report feeling ready to deliver new/additional financial empowerment intervention(s) as a result of supports provided by Prosper Canada
- Number of practitioners who report feeling more confident in their ability to deliver financial help services
- Number of practitioners who report they have an improved understanding of the unique needs of priority populations they support related to providing financial help services and feel better equipped to tailor services to a priority population
- Participant satisfaction scores after training and learning events
- Proportion of community partners successfully completing Prosper Canada training program

EXPERIENCE AND COMPETENCIES

If you don't meet all our 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:

- Professional language proficiency in French and English, you can fluently and confidently deliver live presentations and communicate via emails in French, while excelling in a primarily English-speaking work environment
- 5+ years of work experience facilitating and delivering online courses and virtual and in-person training and events
- 2+ years of experience managing learning management systems and virtual meeting/webinar platforms
- Education or training in adult education or a related field
- Experience working with members of equity-seeking groups. Sensitive to the diverse needs and challenges faced by people living with 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. Self-motivated, but at ease working independently or as part of a team

Skills and experience in the following areas would also be considered an asset:

- Subject matter expertise in the areas of financial empowerment services, financial education, income benefits and tax credits, saving and asset-building, and/or financial consumer protection

- Experience facilitating tailored learning materials for people with low incomes, Indigenous Peoples and people with disabilities
- Experience with instructional design, preferably in community organizational training and/or workplace training, including designing needs assessments, developing training programs and resources, and creating training evaluation and assessment tools
- Experience working with MS Office 365 suite of applications, Thrive or other online community platforms, Articulate or other course authoring software, and Adobe Creative Suite
- Knowledge of accessibility standards and accessibility best practices

Prosper Canada also values/welcomes:

- 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.
- Your personal experience living on a low income, being Indigenous, being a newcomer, living with a disability, or being part of other underserved and under-represented communities and the insights and perspectives this would bring to your work.
- Applicants experiencing intersectionality.
- Your understanding of the concepts of institutional and systemic racism and bias and their impact on underserved and under-represented communities.
- Your ability to build empathetic relationships with a broad range of people, including members of diverse low/modest-income communities.

We encourage candidates from equity-seeking groups to self-identify in their cover letters and to 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: July 4, 2025

Start date: August 2025

Job location: 60 St. Clair Avenue E., Suite 700, Toronto ON M4T 1N5

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 4-6 times a year

Travelling: Ability to travel in Canada (5% of your time)

How to apply: Please email the following documents in your preferred official language to hr@prosperscanada.org, with subject line “Application for CLE Sr. Officer - Bilingual Training Lead.”

- Cover letter
- Resume
- Two written samples, one of which should be a training-related resource or a presentation that you developed

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

We anticipate two rounds of interviews, all conducted virtually. Reasonable accommodations are available at every stage of the recruitment process. If you require accommodations to have a successful interview, please let us know.