

JOB POSTING

SENIOR OFFICER – PRIORITY POPULATION PARTNERSHIPS LEAD COMMUNITY PARTNERSHIPS AND IMPACT 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 deliver services directly to people living on low incomes. Instead, 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

In the 2024 Federal Budget, the Government of Canada announced a landmark \$60 million investment to enable Prosper Canada to expand community financial help services across Canada over the next 4.25 years through our *Resilient Futures* initiative. These funds will enable us to help 1+ million people with low incomes to build their financial stability and health and to access \$2 billion in income benefits they are eligible for but not receiving. We will be distributing the majority of these funds to non-profit community organizations delivering financial empowerment services across Canada.

Recognizing the need for tailored approaches, tools and resources to address intersectional barriers to financial well-being faced by some groups, *Resilient Futures* includes a granting

stream targeting under-served priority populations – Indigenous Peoples (First Nation, Inuit, and/or Métis), Black communities, and people living with disabilities.

We are seeking an experienced partnership and impact officer to serve as our **Senior Officer - Priority Population Partnerships Lead** in our Community Partnerships and Impact Team. In this capacity, you will be the lead staff partner to 10 to 15 community organizations that we fund to deliver financial empowerment services. Your primary focus will be organizations that are led by, serving, and/or focused on Indigenous Peoples (First Nation, Inuit, and/or Métis), Black communities, and people living with disabilities. You will be responsible for building and fostering strong trust-based relationships with these organizations and providing responsive tailored support to help them navigate program delivery challenges and achieve their goals. By triaging needs and connecting partners with relevant resources, you will play a critical role in supporting their success.

Reporting to the Manager, Community Partnerships and Impact, you will be part of a dynamic team collectively responsible for supporting the success of our *Resilient Futures* community partners.

As the ideal candidate, you have a deep understanding of equity, diversity, and inclusion, and experience working with organizations that are led by, serving, and/or focused on Indigenous Peoples (First Nation, Inuit, and/or Métis), Black communities, and people living with disabilities. You have experience managing funded community partnerships and are personable, responsive, solution-oriented, and willing to go the extra mile to support partners and team members to achieve shared objectives. You are also able to balance big-picture goals with the practical operational realities of frontline service organizations that support people with low incomes in Canada.

Collaboration and communication are core to this role. You possess excellent written and verbal communication skills and will engage with partners to understand their needs and collaborate with teams across Prosper Canada to facilitate responsive solutions that help them to address challenges and achieve success. You will be responsible for advocating for the unique needs and challenges of the community organizations you support. Leveraging insights gained through engaging and supporting these organizations, you will also help to inform and shape our partnership support processes, training programs and community of practice offerings.

While Prosper Canada operates primarily in English, we are committed to providing accessible services to community partners in both official languages. The ability to work in both English and French is a strong asset for this role.

COMPENSATION

The salary range for this position is \$67,500 to \$85,000. 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;
- Paid closure time from Christmas Eve through New Year's Day;
- Paid professional development time and opportunities.

SUMMARY OF RESPONSIBILITIES

Manage relationships with grantee organizations, including but not limited to organizations that are led by, serving, and/or focused on Indigenous Peoples (First Nation, Inuit, and/or Métis), Black communities, and people living with disabilities

- Lead relationship management with 10 to 15 organizations we fund to deliver financial empowerment services, with a focus on organizations led by, serving, and/or focused on Indigenous Peoples (First Nation, Inuit, and/or Métis), Black communities, and people living with disabilities, leading to strengthened partner engagement and experience through provision of dedicated, culturally sensitive support.
- Serve as the primary Prosper Canada liaison and point of contact for organizations in your portfolio, responding to inquiries or directing requests to other Prosper Canada staff or teams as appropriate, and animating and supporting discussions and resource sharing within our partner community of practice, leading to increased efficiency and engagement in partner onboarding, management, support, and communications.
- Communicate with partner organizations in a clear, consistent, and responsive manner, actively listening to their needs and concerns, and working to develop a deep understanding of their unique goals and challenges, to build and nurture trust with each partner organization.
- Proactively identify and address potential partner challenges to foster open and collaborative relationships and ensure smooth project progress.
- Monitor and support partner organization to successfully meet reporting, accountability and administrative obligations (e.g., program reporting, financial reporting, invoicing) in collaboration with other Prosper Canada staff.
- Schedule and facilitate regular partner check-in meetings (e.g., monthly or quarterly) to share updates, gather feedback, and assess progress with partners, supporting the active monitoring of project outcomes and partner needs.
- Connect regularly with fellow Prosper Canada partner relationship officers to share insights, brainstorm strategies to enhance partner support, and ensure a consistent level of assistance is provided to all partner organizations.

- Connect regularly with Prosper Canada management to share updates from grantees and inform our broader approach to supporting grantees.
- Champion and advocate for the unique needs and perspectives of priority population organizations within our broader partner care team, to ensure that our work is informed by the perspectives and insights of these populations.

Inform design of partner capacity-building efforts

- Collaborate with the Prosper Canada Community Learning and Engagement Team and other teams to ensure partner needs and experiences inform the development and delivery of effective training and capacity-building initiatives.
- Leverage insights gained by supporting and engaging partner organizations to shape training programs and community of practice offerings.

Support consistent communication and cross-team collaboration

- Support Community Partnership and Impact team members, the Manager, Grant Administration, our Marketing and Communications, Community Learning and Engagement, and Finance and Administration teams, and coordinate with external contractors (e.g. translators) as required, to ensure clear, consistent communication with partner organizations (e.g., announcements, agreements, updates).
- Provide bilingual relationship management support to other Prosper Canada teams, as required.

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 SUCCESS METRICS

- X%+ improved partner experience and satisfaction as measured through regular feedback surveys and engagement assessments scores.
- X% of partner inquiries receive a response within X business days, with resolution or escalation within X days.
- Progress against *Resilient Futures* key success metrics, including government-mandated program delivery and impact metrics.
- Increased operational efficiencies within the Community Partnerships and Impact Team
- Strong frontline community partner retention.
- Successful implementation and adoption of a centralized CRM, with 100% of partner interactions recorded and utilized for decision-making across the organization.
- Reduction in response time for partner inquiries and issue resolution, ensuring timely and effective support.

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:

- A deep understanding of equity, diversity, and inclusion.
- Experience working with organizations that are led by, serving, and/or focused on Indigenous Peoples (First Nation, Inuit, and/or Métis), Black communities, and people living with disabilities.
- Ability to confidently deliver live presentations, communicate effectively by email and phone on technical financial empowerment topics, and facilitate and/or participate in partner meetings.
- Adept at building, nurturing and managing relationships with partners and collaborators. You are warm and personable, with a keen eye to when issues can be resolved directly or escalated to management.

- 2+ years of work experience in financial empowerment or related areas (e.g. personal finance for people living on low incomes, financial coaching and/or problem solving, tax filing, benefit assistance).
- 2+ years of work experience supporting or leading the management of complex projects that include collaboration with diverse internal teams and external partners.
- Sensitive to the diverse needs and challenges of 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.
- Education or training in a related field. For example, a social work degree, and education or accounting training. We're open to hearing how your education helps set you up to work with us!
- An adaptive, entrepreneurial, and solution-focused spirit, willing to try new things, be creative to meet needs and challenges that arise, and comfortable working independently.
- Highly organized with excellent project management skills.
- Experience with MS Office 365, CRM platforms, Higher Logic or similar digital engagement tools, and virtual event-hosting platforms.

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

- Verbal and written fluency in French, including delivering presentations and live virtual sessions in French, while excelling in a primarily English-speaking work environment.
- Experience in partner needs assessment and evaluation tools and facilitating service improvement discussions.
- Experience in implementing and maintaining constituent relationship management (CRM) systems.

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 lived experience living on a low income, being Indigenous, being a newcomer, living with a disability, or being part of other under-served 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 structural racism and bias and their impact on under-served and under-represented communities.
- Your ability to build empathic relationships with a broad range of people including diverse communities living on low- and modest- incomes.
- Experience in human-centred design (e.g., user experience design, service design, etc.).

We encourage candidates from equity-seeking groups to self-identify in their cover letters and highlight how their lived experiences help them to 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 15, 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 10-12 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 CPI Sr Officer – Priority Population Partnerships Lead.”

- 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.