

Financial Empowerment Lead
Full Time (35 hours per week)
Job ID # 26-005

Are you looking to make a difference in your community?
Join the Norwood team and start making a difference today!

Norwood Child and Family Resource Centre is an Edmonton based non-profit organization that has been supporting children and families since 1963, with a vision of Healthy Children, Healthy Families, Healthy Communities. Our programs and services are designed to strengthen and empower individuals. For more information, visit <https://www.norwoodcentre.com>.

Position Summary

The successful candidate will join the Financial Empowerment team. The Financial Empowerment Lead (FEL) supports the delivery and coordination of Norwood Centre's financial empowerment services. This hands-on role involves providing direct support to community members by providing financial education workshops, one-on-one financial coaching or counseling, income tax filing assistance, and support with accessing government benefits—while leading key program coordination tasks such as developing partnerships, volunteer relations, logistics, promotions, data tracking, and reporting.

Working collaboratively with program staff, volunteers, and community partners, the FEL ensures services are accessible, relevant, and responsive to the needs of diverse community members. This position is ideal for someone who is passionate about economic inclusion, thrives in a participant facing environment, and brings strong organizational skills to program delivery.

This position requires a flexible work schedule that includes evenings and weekends as scheduled to meet the needs of participants.

Reporting to the Manager of Financial Empowerment, the Financial Empowerment Lead is responsible for the following:

- Assisting participants with accurate income tax preparation and filing through the CRA Community Volunteer Income Tax Program (CVITP), ensuring confidentiality and compliance
- Providing 1:1 financial coaching and/or financial counselling to help participants navigate financial challenges by assessing their financial situations, setting achievable goals, developing practical budgets, and creating debt management plans, etc.
- Helping participants access income supports and government benefits (i.e. Canada Child Benefit, GST/HST credit, housing subsidies), including assistance with applications and documentation i.e. identification, treaty status cards, health care cards, etc.
- Designing and facilitating financial literacy workshops and group sessions on a variety of topics i.e. budgeting, saving, credit and debt management, etc.
- Cultivating strong relationships with community partners and referring agencies to expand program reach and boost participation
- Coordinating volunteers, mentors and guest speakers to enhance program delivery
- Supporting the scheduling and organizing of financial empowerment services, including venue bookings and virtual platform setup, i.e. space booking, participant registration, etc.
- Compiling and entering necessary data and documentation into agency and collaborative data systems while maintaining accurate, timely and complete electronic and paper files

The ideal candidate will possess the following qualifications:

- Diploma or Degree in Human Services or equivalent
- Minimum two years' experience providing Canadian personal income tax preparation and filing, and federal/provincial benefit navigation
- Strong knowledge of financial coaching, financial counselling, and/or financial literacy
- Experience in group facilitation
- Ability to build and maintain collaborative relationships with team members, volunteers, and community partners to support effective program delivery
- Highly organized and detail oriented, with the ability to manage multiple tasks and priorities effectively
- Proficient in Microsoft 365, including SharePoint, and database systems
- Valid driver's license and access to a reliable vehicle
- Criminal Record Check and Child Welfare Intervention Record Check (*findings will be reviewed on a case by case basis*)

The following qualifications are considered an asset:

- CRA CVITP certification or experience supporting community tax clinics
- Ability to engage diverse populations in both group and individual formats

The hourly wage for this role is \$37.00 per hour (\$67,340 per year) based on a 35 hour week.

Norwood provides the following:

- Great benefits plan
- 12 sick/personal leave days per year
- Service recognition and employee awards
- Ongoing professional development

Norwood staff are guided by the following Team Charter: (SPIRIT)

- **Support** - We utilize one another's strengths to take on challenges and opportunities using positive communication, collaboration, and compassion.
- **Passion** - We have the energy, attitude, and enthusiasm to be fully committed and engaged in our work with each other.
- **Integrity** - We are honest, trustworthy, transparent, and accountable with each other.
- **Respect** - We accept others without judgment and recognize that every individual is a person of value.
- **Inclusivity** - We celebrate diversity and welcome people of all abilities, backgrounds, cultures, and perspectives.
- **Team** - We are all one group working towards improved outcomes for children and families.

If you share our values and support our mission and vision, please consider joining our team.

Norwood Child and Family Resource Centre values diversity and welcomes applications from First Nation, Inuit, Métis, New Canadian, racialized, differently abled and 2SLGBTQ1A+ communities.

To apply for this opportunity, please submit your résumé and cover letter to: careers@norwoodcentre.com

Please state in the cover letter how you align with the Norwood Team Charter and how you heard about the position.

Please include Financial Empowerment Lead and Job Number: 26-005 in the Subject Line of the email.

Closing Deadline: Until Suitable Candidate is Found

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