



58 Queen Street South, Kitchener, Ontario • N2G 1V6 • Telephone (519) 743-1151

Money Matters Financial Inclusion Worker

Are you someone with skills and experience to support people living on a limited income to access and problem-solve issues related to benefits and financial issues.

The Working Centre's Money Matters project is part of our Queen Street Resource Centre, where we explore issues related to work and finances. Last year, The Working Centre's Money Matters project supported 4,766 individuals and families to complete 5,826 tax returns, securing \$19,260,000 worth of benefits. We patiently engage in year-round tax filing, benefits navigation, one-on-one financial coaching, and financial problem-solving.

The Working Centre partners with Prosper Canada and 97 other organizations across Canada to provide financial problem-solving supports to those living on a limited income, and to share best practices. We continue to provide financial inclusion supports at The Working Centre, while also inviting a web of local grassroots partner agencies to form a hub of information sharing while expanding access to year-round tax filing, benefits assistance, and one-on-one financial coaching.

FINANCIAL INCLUSION WORKER

As a financial inclusion worker you will bring alertness and patience as you thoughtfully problem-solve financial problems that emerge when people are living on a limited income. You join us in being committed to delivering culturally relevant, trauma-informed services that meet the evolving needs of the communities we serve. We learn together actively to respond in relevant and thoughtful ways.

Together as a team, you will:

- Support individuals in accessing income supports (e.g., OW, ODSP, CPP, EI, tax benefits)
- Assist with completing forms, gathering documentation and communicating with government agencies
- Help individuals understand their financial situations and explore solutions
- Identify financial barriers that impact housing, food access, employment, and well-being
- Advocate with government agency and community services as needed
- Work collaboratively with community partners to deliver financial problem-solving services
- Maintain accurate, confidential notes and documentation.
- Participate in team meetings and collaborative problem-solving discussions

THE WORKING CENTRE

The Working Centre is a dynamic community-based organization, forming a web of projects that wrap around people, building stability of place, income, health and mental health. Our work includes:

- **Work and Livelihood Hub** - The Working Centre's Resource Centre is a hub for work, financial problem-solving and livelihood related issues. Projects include Job Search Resource Centre, Money Matters, and Job Café.

- **St. John's Kitchen and Outreach Hub** - An integrated web of supports for people experiencing homelessness, addiction to drugs, experiencing mental illness, focusing on those most left out. Projects include St. John's Kitchen, Street Outreach, Specialized Outreach Services, Justice Outreach Services, and Community Dental.
- **Housing and Shelter Hub** – We support over 165 people in 124 units of affordable, supportive, sober, women & children, and health-based housing. We host a 50-cabin shelter that welcomes people from encampments to shelter.
- **Community Tools and Enterprise Hub** – Practical and productive examples of enterprise. We seek to serve the common good through skill building and to provide access to tools for those not able to participate in the larger economy. The main work of regeneration happens through re-use, re-purposing and creating goods and services. Community Tools seek to make daily living more inclusive, affordable and cooperative.

QUALITIES AND QUALIFICATIONS

- Ability to multi-task, deal with multiple demands and to stay calm under pressure; determined worker who is willing to go the extra mile to meet people and project needs
- 3 years proven experience with community-based work
- Experience working with individuals living on low incomes or experiencing homelessness, instability, or marginalization
- Demonstrate empathy and patience while supporting individuals in navigating complex systems
- Ability to communicate financial concepts in accessible, supportive ways
- Knowledge of financial systems, mental health and addictions, legal services, professional obligations as they relate to community-based work
- Ability to balance relationship building with setting appropriate boundaries with many people who may experience profound needs
- Welcome other points of view and ideas, recognizing and embracing different and contrary perspectives with kindness, curiosity, and encouragement
- Willingness to bring practical and focused skills to support people moving towards their goals
- Excellent time management skills, with the ability to perform multiple tasks and meet deadlines while maintaining quality.
- Work from a strength-based approach; hold awareness of risks without fear
- Willing to engage in the thoughtful connecting and advocating of system change, a person at a time

COMPENSATION AND BENEFITS

The Working Centre has an equal salary policy across the organization. This position pays \$24-\$26/hour.

APPLICATION PROCESS

This work is more than a job – it is about committed community work in a collaborative environment. If you think that this role would make you excited to come to work every day, we'd like to hear from you. Email your application to working@theworkingcentre.org and include:

- Your resume and a cover letter explaining your interest in this position, our organization and how your experience and skill would be a good fit.

We thank everyone who applies for this position. We will only reach out to people who we will invite to an interview. We do not use AI in screening applications.