



SENIOR OFFICER, FRANCOPHONE PARTNERSHIPS LEAD

COMMUNITY PARTNERSHIPS AND IMPACT TEAM
BILINGUAL FRENCH/ENGLISH ROLE

Job posting

October 2026

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We are on a mission

Prosper Canada is a national charity driving bold change that enables more people to prosper. Working with government, business and community partners across Canada, we are expanding life-changing financial empowerment services, innovating for greater inclusion and impact, and pursuing systemic change to remove barriers to financial well-being for people with low and modest incomes.

Diversity is at the core of what we do and who we support to build financial health. Our financial empowerment efforts focus on people with low and moderate incomes but also give particular attention to populations that face additional systemic and institutional barriers, including Indigenous Peoples, members of racialized communities, and people living with disabilities. In our work, we seek diverse perspectives that represent the lived experience, needs and challenges of the people we serve. Our goal is a Canada where everyone has the opportunity and support they need to achieve financial well-being and live with dignity, stability, and possibility.

In our organization, we value being collaborative, human-centred, and forward-thinking and strive to create a culture where all feel valued, respected, and a true sense of belonging. We see power in diversity, equity, and inclusion; recognize, accept, and celebrate our differences; and believe we can help everyone thrive by being our boldest true selves.

Join us in supporting and empowering everyone in Canada to prosper.



The opportunity

Building Financial Well-being for All Canadians

Over the next three years, Prosper Canada will be building out a national system of free, high-quality, community-delivered, financial help services across Canada that will enable 1 million people with low incomes to build their financial capability and well-being and connect them to \$2 billion in additional income.

Prosper Canada is seeking a dynamic and motivated individual with exceptional written and verbal communication in both official languages to join our Community Partnerships and Impact Team, as Senior Officer – Francophone Partnerships Lead. Joining a team of other partner relationship officers, you will be the lead staff partner to a group of community organizations that we fund to deliver financial empowerment services, including serving as primary relationship officer for our Francophone partners. 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: Manager, Community Partnerships and Impact

Direct reports: nil - There are no direct staff management responsibilities for this role

Key relationships: You will work closely with other internal teams across the organization, in particular the Grants Administration, Community Learning and Engagement, and Marketing and Communications teams. Your primary external relationships will be your portfolio of community organization partners.



Responsibilities

Summary

Grantee relationship management (60%)

- Lead relationship management for a portfolio of funded community organizations delivering financial empowerment services, with a primary focus on Francophone partners, ensuring a responsive, coordinated and trusted partner experience.
- Serve as the primary Prosper Canada relationship officer for partner organizations in your portfolio, ensuring inquiries or support needs are addressed, resolved or routed to the appropriate team(s) so that partners receive timely, clear, and appropriate support and that relationships are grounded in trust, mutual understanding, and shared accountability.
- Support partner onboarding, engagement, and participation in community of practice activities, enabling partners to access relevant resources, exchange learning, and strengthen service delivery.
- Proactively identify partner challenges, risks, and opportunities, working with partners and internal teams so that issues and/or opportunities are addressed early, and project progress remains on track.
- Support the Grants Administration and Finance Teams to ensure partner organizations are able to successfully meet reporting, accountability, and administrative obligations (e.g. program reporting, financial reporting, invoicing), remain compliant, and project progress is effectively maintained.
- Schedule and facilitate regular partner check-in meetings (e.g. monthly, quarterly) to share updates, gather feedback, and stay informed of progress, ensuring that partner support is timely, informed, and aligned with project outcomes.
- Connect regularly with fellow Prosper Canada partner relationship officers and other internal teams to share insights, coordinated approaches, and strengthen practices, so that all partner organizations receive a consistent, high-quality experience.
- Exercise discretion and maintain confidentiality when handling sensitive organizational and partner information, maintaining protection of data security, privacy, and trust.

Partner capacity-building and service improvement efforts (30%)

- Collaborate with internal teams and share insights from partner engagement and feedback to inform training and tool development, shape community of practice offerings, and ensure that overall partner capacity building efforts and broader service delivery improvements are grounded in partner realities and responsive to evolving needs.
- Facilitate partner group discussions, support sessions, and other group convenings in French and English, so that partners have safe, inclusive opportunities to collaborate, solve problems, share knowledge, and advance shared goals.
- Deliver presentations or other partner-facing content in French and English, in virtual and in-person settings, ensuring partners receive information that is clear, accessible, and actionable.

Team Contribution and Collaboration (10%)

- Contribute to a collaborative, inclusive environment that supports strong team communication, coordination, and shared results.
- Support team members during peak 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.
- Amplify the work and priorities of the Community Partnerships and Impact Team by representing its contributions in internal and external forums.
- Provide bilingual relationship management support to other Prosper Canada teams, as required, based on the needs of the organization.

The duties and responsibilities as set out above are not exhaustive and the role holder may be required to carry out additional duties as and when necessary.

What success in this role looks like over the next two years

- Improved partner experience and satisfaction as measured through regular feedback surveys and engagement assessment scores.
- Partner inquiries receive a response within the target number of business days, with appropriate resolution or escalation within the target timeline.
- 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.
- Success 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.



Our ideal candidate

Experience and competencies

Candidates must clearly demonstrate how they meet the **essential** criteria set out in the table below to be considered for an interview. Candidates should highlight **desirable** criteria they possess to gain a competitive edge over other candidates at shortlisting or interview stage.

	Essential criteria Minimum (non-negotiable) qualifications, skills, experience, and/or knowledge needed to perform the job effectively.	Desirable criteria The preferred nice-to-have attributes that are beneficial but are not critical to performing the core duties of the job.
Experience	• 2+ years of experience working with Francophone organizations and/or serving Francophone communities. • 2+ years of experience in building, nurturing, and managing relationships with partners and collaborators with the aim of supporting partner success and helping to advance partner project progress. • 2+ years of experience working in a matrixed organization, with the ability to collaborate across multiple teams, navigate competing priorities, and coordinate work without direct authority.	• 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.). • 2+ years of direct experience managing partnership relationships with community agency organizations. • 2+ years of work experience supporting or leading the management of complex projects that include collaboration with diverse internal teams and external partners. • Experience in grants administration and partner performance monitoring • Experience in partner needs assessment and evaluation tools and facilitating service improvement discussions.

	Essential criteria Minimum (non-negotiable) qualifications, skills, experience, and/or knowledge needed to perform the job effectively.	Desirable criteria The preferred nice-to-have attributes that are beneficial but are not critical to performing the core duties of the job.
Skills and Knowledge	• Excellent, verbal, written, and presentation skills with a fluency in both French and English, while excelling primarily in an English-speaking work environment. • Strong judgement, problem-solving ability, and adaptability in managing partner relationships, including the ability to resolve issues independently and appropriately identify when escalation is required. • Knowledge of 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. • Highly organized team player with excellent work management skills. • Experience maintaining constituent relationship management (CRM) or case management systems.	• Familiar of the following or similar platforms: Monday.com, ClickUp, and the Microsoft Office 365 environment and interpretation platforms like DeepL. • Familiarity with setting up and producing bilingual events on video conferencing platforms such as Microsoft Teams
Qualifications	• Minimum undergraduate degree or equivalent education or training in a related field, e.g. social work, community development, public policy, or education.	



What we offer

Prosper Canada offers

Prosper Canada offers the opportunity to work in a mission-driven, values-based environment where you can help to drive large-scale social impact. Our staff enjoy:

- Supportive work policies in a hybrid office environment
- A collaborative work environment with a strong culture of learning and innovation
- Opportunities for learning and professional development and to participate in cross-team working groups and projects.

Compensation package: The salary range for this position is **\$67,500 - \$75,000** per annum. Compensation for this role falls within this range and will be determined based on experience, skills, and qualifications of the selected candidate. On successful completion of probation period, the candidate will also participate in a full suite of employee benefits including:

- 15 paid vacation days
- 3 paid personal days and 15 paid sick days
- Paid time off when we close the office from Dec 24 to Jan 1
- Group medical and dental benefits
- Employee Assistance Program
- Employer RRSP contribution and membership in the [Common Good](#) retirement savings plan
- Paid professional development opportunities



Application details

How to apply

- **Employment type:** Full-time permanent
- Posting type: Existing vacancy
- Work Location: 60 St. Clair Avenue E., Toronto ON (**hybrid**)
- Travel: 5% per year
- In-person attendance is periodically required for all staff but may vary by team and position.

Please email your Cover letter and Resume (in English) as a combined pdf document and send to hr@prospercanada.org, indicating “Application for Senior Officer, Francophone Partnerships Lead” in subject line.

Application deadline: November 2, 2026 (Applications will be reviewed on a rolling basis)

Start date: January 2027

Prosper Canada is committed to equitable and inclusive recruitment practices.

Prosper Canada also values and welcomes:

- Applicants from racialized groups, including, Black, Indigenous, and people of colour.
- Applicants of all gender expressions and sexual orientations, including queer, trans, and two-spirit people.
- Your personal experience of living on a low income, being a newcomer, or living with a disability, 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.
- Your ability to build empathetic relationships with a broad range of people, including diverse communities living on low incomes.



If you do not meet all our requirements, but believe your skill set and experience is applicable or transferable, we would love to hear from you. 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 accommodation for all candidates and staff with temporary or permanent disabilities. **Applicants who require an accessible format of this job description or accommodation to have a successful interview are encouraged to contact us at hr@prospercanada.org.**

The process will include an HR Phone screening, two rounds of interviews (may be conducted virtually or in-person), reference checks, and offer and contract to the final selected candidate.

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

Note: Artificial intelligence (AI) may be used by our hiring teams to help develop job descriptions and for initial screening of candidates, but we do not use AI for subsequent candidate assessment and selection.

Thank you for your interest in working at Prosper Canada.

Follow us on [LinkedIn](#) to be notified of career opportunities with us.