

## JOB POSTING

### SENIOR OFFICER – BILINGUAL (FRENCH/ENGLISH)

### PROGRAM DELIVERY & INTEGRATION DEPARTMENT

#### 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 national champion of financial empowerment, we work with government, business, and community partners to develop and promote financial 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 with low incomes across Canada.

At Prosper Canada, we value being collaborative, human-centered, 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. We strive to create a culture where all feel valued, respected, and empowered.

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

#### THE OPPORTUNITY

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. 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 frontline organizations delivering financial empowerment services across the country.

We are seeking an experienced bilingual (French/English) partner relationship officer with exceptional written and verbal communication in both languages, ideally someone who is Francophone. Reporting to the Senior Manager, Program Delivery and Integration, you will join a dynamic team of partner relationship officers, collectively responsible for supporting the success of all grant recipients under this **\$60 million** initiative.

In this role, you will serve as the primary point of contact for 5-10 grantee organizations that are Francophone and/or predominantly provide services in French. You will be responsible building and fostering strong, trust-based relationships with each grantee organization and providing responsive, tailored support to help each succeed. You will collaborate with teams across Prosper Canada to understand and respond to the unique needs of Francophone grantee organizations, identifying opportunities and implementing strategies to enhance their success and impact through this initiative.

This role is critical to ensuring that Francophone organizations funded under this grant receive the bilingual support they need to help them achieve their targets and contribute meaningfully to the fund's broader goals. Preference will be given to candidates who are Francophone and bring an in-depth understanding of Francophone cultures and communities.

As the ideal candidate, you bring experience in managing grantee or partner relationships, are personable, warm, and solution-oriented, and are willing to go the extra mile to support partners and team members in achieving shared objectives. You thrive in a collaborative environment and have the ability to balance big-picture goals with the specific needs of individual grantee organizations. You will have a working knowledge of the needs and experiences of people living on low incomes in Canada, and the experiences and operational realities of organizations that provide critical support to these communities.

Note that Prosper Canada's working environment is primarily English-speaking, so the ability to work in both English and French is required for this position.

### **Salary**

The salary range for this position is \$67,000 to \$73,000.

### **Benefits**

- Statutory benefits (EI & CPP)
- Paid vacation days
- Extended health and dental benefits
- Employer contribution to RRSP
- Enrolment in [Common Good](#) retirement savings plan
- Professional development

## **SUMMARY OF RESPONSIBILITIES**

### **Support National Request for Proposals (RFP) launch and roll-out**

- Participate in the selection process for Francophone partner organizations by being part of the grantee selection team and reviewing Francophone partner applications, as needed

- Support delivery of live grant application information sessions in French to prospective applicants
- Respond to inquiries from Francophone applicants as needed, providing clear and timely assistance
- Help shape and launch the RFP digital platform to create the best possible experience for Francophone users.

### **Manage relationships with Francophone partner organizations**

- Lead the management of relationships with 5-10 primarily Francophone partner organizations selected to deliver financial empowerment services under this grant
- Serve as the primary Prosper Canada liaison and point of contact for staff from Francophone partner organizations, responding to inquiries or directing requests to other Prosper Canada staff or teams when necessary
- Build and nurture trust with each partner organization through clear, consistent, and responsive communication, actively listening to their needs and concerns, and working to develop a deep understanding of their unique goals and challenges.
- Foster open and collaborative relationships with each partner organization, proactively identifying and addressing potential partner challenges to ensure smooth project progress
- Maintain and manage partner organization deliverables and requirements (e.g., reporting, invoicing) by collaborating with other Prosper Canada staff, ensuring partners successfully meet deadlines and fulfill obligations
- Schedule and facilitate regular partner check-in meetings (e.g., monthly or quarterly) to share updates, gather feedback, and assess progress with partners
- Connect regularly with fellow Prosper Canada partner relationship officers to share insights, brainstorm strategies to enhance partner support, and to 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 Francophone organizations within our broader partner care team

### **Inform design of partner capacity building efforts**

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

## **Ensure consistent bilingual communication and cross-team collaboration**

- Collaborate closely with the Resilient Futures Senior Grant Administrator and Prosper Canada's Marketing and Communications, Learning and Training, and Finance and Administration teams, as well as external translation providers, to ensure clear, consistent bilingual communications with partner organizations (e.g., announcements, agreements, updates, etc.)
- Provide bilingual relationship management support to other Prosper Canada teams, as required

## **EXPERIENCE AND COMPETENCIES**

If you don't meet all the 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**

- Ideally Francophone, you can confidently deliver live presentations, communicate effectively by email and phone on technical financial empowerment topics and facilitate and/or participate in partner meetings in French, while excelling in a primarily English-speaking work environment.
- 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 (personal finance for people living on low incomes, financial coaching and/or problem solving, tax filing, etc.).
- 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 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.
- Education or training in a related field. For example, a social work degree, accounting training, or related degrees in business, education, etc. 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

## **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 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 structural racism and bias and their impact on underserved 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 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

<b>Application deadline:</b>	Until filled
<b>Start date:</b>	As soon as possible
<b>Job location:</b>	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.

<b>Office attendance:</b>	Approximately 3-4 times a year
<b>Travelling:</b>	Ability to travel in Canada (5% of your time)
<b>How to apply:</b>	<p>Please email the following documents in your preferred official language to <a href="mailto:HR@prospercanada.org">HR@prospercanada.org</a>, with subject line "Application for Senior Officer - Bilingual, Program Delivery and Integration Department:"</p> <ul style="list-style-type: none"><li>• Cover letter</li><li>• Resume</li></ul>

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.