



## Financial Wellness Coach

### Job Description

December 2, 2024

**Organization:** Manitoba Non-Profit Housing Association

**Reports to:** Director of Programs

The Manitoba Non-Profit Housing Association (MNPHA) supports its members to build a thriving, sustainable non-profit housing sector in Manitoba through providing our members valuable programs and services; developing the capacity of the Non-Profit Housing sector; advocating on behalf of members, and; building partnerships within the non-profit housing sector and with other sectors that support resilience, relevance, and innovation. MNPHA administers the Rent Relief Fund in Manitoba, which provides no interest, accessible loans to low-mid income renters who need support with arrears, deposits, and other resources to help maintain or access housing.

### Position Summary

The Rent Relief Financial Wellness Coach will provide financial counselling and support to participants that require additional assistance to access benefits, file their taxes, and manage their budget as identified by a team of Housing Stability Coordinators. The successful candidate will work to address a variety of money management related challenges that affect Rent Relief Fund (RRF) participants. This includes but is not limited to debt management (including advising or referring to external agencies for consumer debt proposals/bankruptcies), day-to-day spending habits, and access to financial documents that are preventing the acquisition of benefits. The candidate will provide one-on-one and in-classroom services to provide education and tools to RRF participants along with a commitment to ongoing follow-up to ensure success of the program. It will also strive to address additional concerns experienced by vulnerable communities, such as the elderly population, such as opening, accessing and learning about online banking, fraud detection and prevention. This position will require a collaborative work approach as part of a small team. The Rent Relief Financial Wellness Coach will have excellent and assertive written and verbal communications with a wide range of audiences, be resourceful and detail-oriented, and able to work well both independently and within a small team.

**HOURS:** 40 hours weekly; weekdays within a planned schedule which could be office hours within an 8:00 a.m. to 7:00 p.m. window, based on preferred schedule. It will be expected that they have availability on one evening per week.

**SALARY:** \$23 - \$27 / hour dependent on experience

**DETAILS:** This position will be a hybrid remote position, with an expectation that the Financial Wellness Coach will work in the office at least 50% of the time. Must have a cell phone (phone calls will use a voice-over-IP application and therefore requires internet) and good internet access available for remote work.

### Tasks and Responsibilities

#### Communications and Participant Services

- Provide support to participants that require additional assistance accessing financial benefits such as Child Caregiver Benefits, CPP, OAS/GIS, Workers Benefits, etc.





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- Assist participants in accessing necessary documents from MyCRA or MyServiceCanada for applications
- Assist participants in filing of their tax returns
- Collect and track data on financial benefits accessed and outcomes, this data should be analyzed and prepared in a quarterly report
- Respond to inquiries from the team in a timely manner

#### Documentation and Administration

- Enter information and documentation accurately into information systems for case management, tracking, and reporting

#### **Experience & Requirements:**

- Minimum 3 years of financial management / tax preparation experience.
- A current criminal record check is required for the position
- Extensive experience working in a small team environment, experience working in remote environments are an asset
- Understanding of business and service processes associated with non-profit organizations
- Knowledge of community resources for people experiencing income or housing challenges
- Demonstrated ability to create effective referral processes with partners in the community Skills and Expectations
- Flexible and resourceful: must enjoy finding resources, and establishing new connections
- Non-judgmental, kind and empathetic: must communicate respectfully and clearly to people in need of support, to assess eligibility and appropriate referral without judging the individual • Organized and detail oriented
- Excellent communication: must have the ability to communicate well both in writing and verbally
- Goal-oriented and task-driven: must do well as a team player as well as working well independently within a remote environment
- Well organized: must be able to prioritize tasks and responsibilities and pivot when needed.

Please address applications to Cheryl Krostewitz, Director of Programs, and submit a cover letter and resume to [programs@mnpha.com](mailto:programs@mnpha.com) by December 16, 2024.

Please note that applications without a cover letter will not be considered. Resumes will be reviewed as received and the posting may close earlier than the date noted above if a suitable candidate is found.

***MNPCHA is committed to representing diversity among our staff and volunteers. Indigenous people, visible minorities, persons with disabilities, persons of minority sexual orientations and gender identities are encouraged to apply.***



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