

## Community Financial Inc.

### Financial Counsellor

**Location:** Winnipeg, Manitoba

**Job Type:** Full-time, 12 Month term

**Compensation:** \$42,000 - \$44,000 annually at 40 hours/week + Benefits

**Reports To:** Financial Counselling Program Manager

### About Community Financial

Community Financial is a non-profit, United Way-funded agency dedicated to empowering Manitobans facing financial challenges and barriers to service. We employ a Financial Empowerment model of poverty reduction, providing crucial coaching, counseling, financial literacy, tax preparation, and access to benefit services for low-income individuals and families. Our mission is to foster financial stability and well-being within our community.

### Position Overview

Reporting to the Financial Counselling Program Manager, the Financial Counsellor provides confidential, client-centered financial counseling, advocacy, and education. This role provides critical support to empower individuals and families navigating financial difficulties, promoting their well-being in alignment with Community Financials' mission to support Manitobans in achieving financial security and independence.

The role of Financial Counsellor requires high levels of skill and capacity to guide clients through personalized assessments, develop actionable plans, provide essential resources, examine eligibility for crucial tax credits and benefits programs, offer support and advocacy to navigate complex systems while fostering a non-judgmental and supportive environment.

### Key Responsibilities:

- **Direct Client Counselling:**
  - Conduct one-on-one financial counselling sessions, delivered in-person, virtually, or via telephone.
  - Assess client's comprehensive financial situations, including income,



expenses, debts, assets, income tax matters and government benefit eligibility. Provide information, advice, and practical strategies for budgeting, debt repayment, credit rebuilding, savings, and accessing relevant community resources

- Assist clients with applications for income supports and benefits, and provide advocacy related to financial matters.
  - Develop and continuously monitor individualized action plans in collaboration with clients.
  - Maintain strict client confidentiality and rigorously protect sensitive information.
- **Financial Literacy & Education:**
    - Facilitate engaging group workshops and information sessions on crucial topics such as budgeting, credit, debt management, and consumer rights.
    - Develop and adapt educational materials to effectively meet the diverse needs of our client base.
- **Advocacy & Referrals:**
    - Advocate on behalf of clients with creditors, government agencies, and service providers when necessary to secure fair outcomes.
    - Provide appropriate and timely referrals to other essential community services.
- **Administrative & Reporting:**
    - Maintain accurate and timely case notes, records, and statistics in strict accordance with Community Financial policies and funder requirements.
    - Contribute to program evaluation and reporting processes as needed.
- **Team Collaboration & Outreach:**
    - Actively attend staff meetings, case conferences, and relevant training sessions to enhance professional development.
    - Participate in outreach initiatives and effectively represent Community Financial at community events when required.

## What You'll Bring: Qualifications Requirements:



- **Education:**
  - Diploma or Degree in Social Work, Human Services, Financial Services, or a related field.
  - Completion of (or willingness to complete within two years) the **Accredited Financial Counsellor Canada (AFCC) designation** or equivalent is required
- **Experience:**
  - 1-3 years of experience in financial counseling, social services, banking, credit counseling, or related fields.
  - Experience working with diverse and vulnerable populations is preferred.
- **Skills & Abilities:**
  - **Empathy & Client Focus:** High levels of empathy, patience, and perseverance for navigating conversations with culturally and economically diverse clients, Personal values that recognize the importance of individual capacity building, self- determination, and empowerment through a person-centered, strength-based approach to client and community engagement. The capacity to effectively communicate the Community Financial vision and objectives and to engage with participants compassionately, empathetically, and without judgment.
  - **Communication & Interpersonal Skills:** Enjoys talking with people, is a skilled active listener with conflict resolution experience. Flexible, adaptable, and teachable personality with a willingness to take on new tasks and directions.
  - Comprehensive knowledge of financial management, consumer credit. debt management options, and income support programs.
  - Demonstrated high degree of **discretion, ethics, and professionalism.**
  - Ability to work effectively both independently and as part of a collaborative team.
  - Strong organizational and time management skills.
  - Proficiency with computers, including case management software and Microsoft Office products.
  - Proficiency with tax software (e.g.: UFile).
- **Other Requirements:**
  - Must have an EFILE license and RepID (or ability to obtain).
  - **A Criminal Record Check** and **Child Abuse Registry Check** are required upon hiring.



# Community Financial

TAX-FILING · COUNSELLING · EDUCATION

516 – 294 Portage Ave.  
Winnipeg, MB R3C 0B9  
(204) 989-1900  
info@communityfinancialmb.ca  
**CommunityFinancialMB.ca**

- A valid driver's license and access to a reliable vehicle may be required for outreach and community visits.

**Please forward your resume to:** [jobs@communityfinancialmb.ca](mailto:jobs@communityfinancialmb.ca)

**Deadline:** July 10 by 4:30PM

**Website:** [www.communityfinancialmb.ca](http://www.communityfinancialmb.ca)

Please note only those selected for an interview will be contacted.

Community Financial recognizes the importance of building an exemplary team reflective of the individuals it serves, where diverse abilities, backgrounds, cultures, identities, languages and perspectives drive a high standard of service and innovation. Community Financial supports equitable employment practices and promotes representation of designated groups (women, Indigenous people, persons with disabilities, visible minorities, and those who identify 2SLGBTQIA+)

**If you require accommodations during the recruitment process, please contact**  
[jobs@communityfinancialmb.ca](mailto:jobs@communityfinancialmb.ca)



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