

VACANCY STATUS

This posting is for an existing vacancy.

PRIMARY FUNCTION

Reporting to the Manager, Community Programs and Services, the Coordinator, Financial Programs is responsible for developing, coordinating, and delivering financial empowerment programs, including financial education workshops, one-on-one coaching, benefits navigation and tax clinic operations through virtual and in-person service delivery models. The role advances The 519 mandate to reduce poverty, improve economic stability, and increase equitable access to financial systems for marginalized communities, with a focus on 2SLGBTQ+ individuals.

KEY ACCOUNTABILITIES

- Develop and facilitate financial education modules through virtual and in-person service delivery models on topics such as budgeting, credit, debt management, saving, and financial planning.
- Complete client intakes and provide one-on-one financial coaching and counselling to clients, including financial assessments, budgeting support, goal-setting, and financial action planning.
- Support clients with benefits navigation, including identifying, applying for, and maintaining access to government income supports and tax credits.
- Assist clients in understanding financial systems, improving financial confidence, and making informed financial decisions.
- Act as the primary liaison to support the tax clinic lead and volunteers, providing coordination and day-to-day effective operational support. Troubleshoot issues related to CRA tax preparation software and escalate complex issues as needed.
- Support volunteer onboarding, scheduling, and communication to ensure smooth and timely tax clinic operations. Help ensure accurate, timely tax filings and adherence to CRA and organizational standards.
- Develop and implement community volunteer engagement strategies with leadership volunteers who have a wide range of expertise and are interested and engaged in supporting various mentorship activities related to financial literacy and stability for 2SLGBTQ+ communities.
- Maintain accurate and confidential client records, financial plans, and service outcomes in designated data systems ensuring compliance with privacy, confidentiality, and ethical standards in all client interactions.
- Maintain accurate service data in Salesforce and other reporting systems to support program evaluation and funder reporting.
- Collaborate with internal teams and external partners to align financial programs with broader service offerings.
- Prepare annual service workplans in alignment with departmental priorities.
- Participate in staff meetings, program development sessions, and team building opportunities as required.
- Implement and abide by The 519's policies and procedures and meet the expectations of the Toronto Public Service By-law. Comply with all applicable legislation and regulations including

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coordination and training of volunteers (where applicable), confidentiality, MFIPPA and purchasing and inventory control systems.

- Participate in and support The 519's cross-organizational activities, initiatives, and meetings
- Other duties as assigned.

REQUIRED KNOWLEDGE AND EXPERIENCE

1. Post secondary degree and certifications in a relevant discipline or equivalent combination of education and experience related in Finance, Administration and financial planning and credit counselling.
2. Excellent understanding of personal finance fundamentals: budgeting, savings, debt management, credit scores, banking products, and financial planning.
3. Deep knowledge of government benefits and income supports, including tax credits, social assistance, disability benefits, housing supports, and other eligible benefits.
4. Technical expertise in financial systems, benefits navigation, and tax processes, including the ability to support volunteers and troubleshoot issues related to CRA-approved tax software. Strong judgment is required when interpreting financial information and providing accurate, appropriate guidance.
5. Demonstrated expertise with CRA systems and tax preparation software (or the ability to learn quickly) to support tax clinic operations and volunteer troubleshooting.
6. Ability to interpret financial information and explain it clearly to clients with varying degrees of financial literacy.
7. Comfort working with clients facing financial stress, poverty, debt, or systemic barriers.
8. Strong boundaries and ethical judgment when providing financial advice and referrals.
9. Strong attention to detail and accuracy in financial documents.
10. Experience delivering and facilitating participant-driven programs.
11. Demonstrated experience training, supporting and recognizing volunteers.
12. Highly developed conflict resolution, problem solving and communication skills.
13. Sound decision-making and judgment skills in public relations with the ability to effectively manage communications with community, government agencies, committees and coalitions.
14. Experience using trauma-informed and harm reductive approaches when supporting individuals facing financial insecurities.
15. Commitment to social justice principles and an understanding of the intersection of gender, race, sexuality, and class; this position requires a commitment to and passion for social justice.
16. Demonstrated experience integrating anti-racism, anti-oppression and intersectional values and principles into daily practice.
17. Demonstrated understanding of the role that community centres play in local neighborhoods.
18. Demonstrated ability to work both independently and within a team structure.
19. Excellent interpersonal skills with the ability to maintain cooperative working relationships with staff, volunteers, community partners, program participants and the public.
20. Demonstrated ability to independently communicate with program participants, volunteers, partners, and stakeholders through telephone, video conferencing, and other virtual communication platforms in a professional and client-centred manner.
21. Ability to follow verbal and written instructions in English, with second language proficiency

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considered a strong asset.

- 22. Demonstrated ability to work under pressure to meet deadlines, to organize and prioritize work.
- 23. Proficient in Windows, Microsoft Office Suite, Microsoft Teams, Zoom (or comparable virtual meeting platforms), telephone-based communication systems, and database applications including Salesforce.

POSITION DETAILS

Position Status	Full Time, Ongoing
Union Status	Union Position – CUPE Local 2998 – Wage Grade 9
Starting Hourly Rate	\$29.36/hour starting rate (City of Toronto 2026 Wage Grid for Union Staff) (Range \$29.36/hour-\$34.00/hour)
Benefits	Enrolled in health, dental, life and disability benefits after completing probation; Mandatory OMERS pension enrollment from day one.
Hours of Work	40 hours per week, must be able to work flexible hours including weekends and evenings.
Vacation	3 weeks per year; eligible for use after first year of employment
Location	Due to the nature of the work, this job will be performed on-site at The 519.

APPLICATION INSTRUCTIONS

Email your cover letter and resume as one document to Careers@the519.org no later than **4:00pm on August 17, 2026**. Please quote **Job #26-22** and your name in the cover letter and in the subject line of the email.

Applicants are required to demonstrate in their resume that their qualifications match those specified in the job posting.

The 519 actively encourages applicants from all equity seeking groups. The 519 embraces diversity and is committed to creating an inclusive workplace. Our goal is to attract, develop, and retain highly talented employees from diverse backgrounds allowing us to benefit from a wide variety of experiences and perspectives. We thank all applicants. No agencies please.

Accommodation: *The 519 is committed to creating an accessible and inclusive organization. We are committed to providing barrier-free and accessible employment practices in compliance with the Accessibility for Ontarians with Disabilities Act (AODA). Should you require Code-protected accommodation through any stage of the recruitment process, please make them known when contacted and we will work with you to meet your needs. Disability-related accommodation during the application process is available upon request.*