



Job Description - Program Facilitator - Financial Coaching

Overview:

Credit Canada is looking for additional Facilitators to lead its Financial Coaching Program.

Operating within a dynamic and entrepreneurial environment, the Facilitator will deliver the “Credit Canada Gold” program and increase our capacity to deliver multiple cohorts simultaneously. This is a contractor role, and the program is held virtually in the evenings. This program is aligned with our vision and mission and positively impacts Canadians' lives across the country.

Our Vision:

We are Canada’s leaders in credit counselling, transforming the way people use credit.

Our Mission:

We help people get out of debt, so they can get back into life.

Who We Are:

For more than 50 years, Credit Canada has been helping Canadians lead healthier financial lives, achieve their goals, and improve their quality of life through financial education and debt resolution. As a national, non-profit organization and Canada’s first and longest-standing credit counselling agency, Credit Canada has helped thousands avoid bankruptcy, become debt-free, and achieve financial wellness.

Last year, we assisted approximately 70,000 consumers through our credit counselling and educational services, available to all Canadians regardless of income level or employment status. Now, and into the near future, many Canadians will need credit counselling services that put their best interests first, and we’re stepping up to answer the call.

In 2022, we piloted a Financial Coaching program unlike any other. It brings together both knowledge and insight to transform the way participants behave in their daily lives. The program participants report significant improvements in tangible results, such as debt reduction and credit score improvements, as well as intangible results, such as behavioural changes, an increase in self-confidence and improved well-being. Now that the Gold Program has momentum, we are looking to scale, adding in additional program facilitators.

Job Responsibilities:

As a Gold Facilitator, you will report to the Financial Coaching Manager with a dotted line to the Lead Facilitator.

You will:

- Facilitate Credit Canada's Gold financial coaching program. This includes preparing and then delivering 6 virtual class sessions, each 2 hours long, leading the weekly coaches' meeting, and attending to participant needs and questions during the week.
- Oversee the coaches and coordinator and be accountable for the program results.
- Leverage your expertise in leading meaningful conversations, creating a safe space for learning, and inspiring participants to make lasting change.
- Support team members in their personal development and roles in the Gold program.

Qualifications/Skills:

You are:

- An experienced program facilitator who is skilled in leading transformational conversations.
- A leader who can help others articulate their goals, support them in a non-judgmental way, and be comfortable holding them accountable.
- Entrepreneurial, thrive on ideas, and love a fast-paced working environment.
- A results-producer with a proven track record and an exceptional ability to take initiative and follow through.
- A top-notch communicator, personable and able to work successfully in a team environment.
- Confident in your own personal finances.

You have:

- Proven facilitation skills to engage large groups, deal adeptly with emotions, draw out participant examples to model the concepts in a way that inspires self-understanding and insights, and adapt to the group's unique needs.
- Impeccable time management, organizational and planning skills.
- A balance of big-picture vision and detail orientation.

Education and Experience Requirements:

- Experience and training in facilitation
- Certification in coaching skills is a plus
- Interest/experience in personal finance and lived experience getting out of debt is a plus

Dates, Work Hours & Location:

- Dates: The ability to audit a 6-week program, Wednesday nights, starting April 3rd.

- Hours: One evening per week. Plus, additional meeting and prep time.
- Location: The Gold program is facilitated virtually using Zoom.

Please submit resumes to:

Becky Western-Macfadyen, Financial Coaching Manager at bwestern@creditcanada.com

Deadline for application:

Friday, March 8, 2024