

FULL-TIME PERMANENT

# Manager, Financial Health Services

## Position Overview

The Manager, Financial Health Services will lead a portfolio of programs designed to improve the financial well-being of communities experiencing systemic barriers. This includes people living in poverty, racialized groups, individuals who have experienced economic gender-based violence, and Indigenous peoples. The role requires a strategic and compassionate leader with a strong commitment to equity, innovation, and community collaboration. A central focus of the role is co-designing programs in partnership with community members to ensure services are culturally responsive, relevant, and impactful.

## Key Responsibilities

- Lead the design, implementation, and oversight of financial empowerment programs, using co-design methodologies to center community voices.
- Cultivate and maintain strong partnerships with community organizations, interested parties, and local leaders to enhance program reach and impact.
- Supervise and support a diverse team, fostering a culture of inclusion, accountability, and continuous learning.
- Develop and apply evaluation frameworks to assess program effectiveness and guide improvements.
- Identify opportunities for program expansion, funding, and advocacy aligned with organizational goals.

## Benefits of this Role

- Opportunity to create lasting impact in the lives of individuals and families.
- Collaborative and mission-focused work culture.
- Supportive environment with professional development opportunities.
- Flexible work arrangements.

Positions working a minimum of 20 hours per week are eligible for all benefits, including life, accident and critical illness insurance, extended health coverage, dental coverage, short and long term disability, Employee and Family Assistance Program, Paid Time Off benefits (28 days per year at start of employment), and group retirement plan with 200% employer contribution.

## Required Qualifications

- Degree in a relevant field. Equivalent lived experience together with demonstrated community leadership will be recognized and considered.
- Minimum of five years' experience in program/project management within a community-based or social service setting.
- Proven experience working alongside Indigenous peoples and communities facing systemic barriers, including those living in poverty, racialized groups, and individuals impacted by economic gender-based violence.
- Strong understanding of colonial systems, intergenerational trauma, and systemic oppression, and how these factors influence financial health and access.
- Demonstrated ability to lead with cultural humility, equity, and trauma-informed approaches.

## Pay Range

\$44.57 to \$52.93 per hour

## Application Deadline

**Monday, November 10, 2025 at 4:30 p.m.**

Qualified applicants are invited to submit resume and cover letter to **Carolyn Loisele, HR Assistant** at [careers@tbaycounselling.com](mailto:careers@tbaycounselling.com)

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Thunder Bay Counselling celebrates and supports the differences in thoughts, views and beliefs that come from diversity in race, colour, abilities, gender identity and expression, sexual orientation, age, religion, relationship and family status, and socioeconomic backgrounds. We strive for a workforce that is representative at all levels of the people we serve. We encourage and welcome applications from qualified individuals of equity deserving groups. Accommodations are available upon request at any stage in the selection process.

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