



<https://e4calberta.org/careers/financial-management-hub-financial-administrator/>

## Financial Administrator – Financial Management Hub

### Description

**Are you a passionate change agent who understands what it means to empower individuals? Would you enjoy working as part of a team in the Edmonton Inner City that supports people in achieving their own financial goals? Do you identify as being collaborative, a solution focused problem-solver, and having strong attention to detail? e4c is looking for a Financial Administrator that engages with persons served on how to plan their spending and how to work their own individual budget plan!**

**The Financial Administrator is an essential part of the Financial Management Hub (Hub) team that enhances the capacity of individuals and families who may be experiencing complex issues related to housing and financial issues. Through referrals by the Housing First programs and Alberta Health Services, the Financial Administrator will utilize person-centered approaches and facilitate positive relationship-building to empower individuals in achieving their own financial goals!**

### What you bring to the team

- You possess a diploma in human services or related discipline. Direct experience working in the social services nonprofit sector is an asset.
- You understand the barriers to financial stability that vulnerable individuals & families face.
- You understand the impact of intergenerational trauma.
- Your personal beliefs are in line with a view of the world is with a lens of equity social justice.
- You understand that people are in control of the choices they make, and your non-judgmental support is a catalyst for change
- You do not need to be a financial wizard, but you do need to understand the importance of financial stability and be comfortable helping others navigating different government and community programs.
- You can embed in your work the practices of harm reduction, person-centered, trauma-informed, and strength-based approaches.
- You can remain confident and calm. This work may involve de-escalating situations with individuals under the influence of drugs or alcohol or experiencing a mental health crisis.
- You are comfortable working with different Microsoft computer applications. Knowledge and use of Intuit QuickBooks and Efforts to Outcome software is an asset.
- You can use your personal vehicle to visit various locations.

### Important work you will do at e4c

- You will use a person centered, relational practice, trauma sensitive, and harm reduction framework to create a safe and welcoming environment for individuals accessing services at the HUB.

### Hiring organization

e4c

### Employment Type

Full-time

### Job Location

10215 97 Street, T5J 0L5,  
Edmonton

### Working Hours

Full-Time/40 Hours per week

### Valid through

31.07.2024

- You will negotiate with collection agencies and other creditors to help ensure individuals are not being taken advantage of.
- You will inform people of their basic human rights and ensure their rights are respected.
- You will ensure the people we serve are receiving the benefits they are entitled to.
- You will identify systemic barriers in support of your agencies efforts to advocate for system change/evolution.
- You will be a part of crisis intervention and provide consultation regarding spending plans or community resources to maintain stability.
- You will use Efforts to Outcome and Intuit QuickBooks to ensure an organized, accurate and efficient service that meets the individuals' needs and goals while capturing inputs and outcomes.
- You will be a part of sharing knowledge and tools required to help individuals build their financial literacy and work towards achieving stability in their lives.

## **Responsibilities**

### **Financial Administration**

- Schedule intake meeting and meet with client and referral agent to complete the necessary documents for service at HUB.
- Protect the interests of the client by assisting them to understand documents that are being signed.
- Provide bank with the required documents and signatures to open a trust account.
- Ensure bills are paid on time either on line or by cheque.
- Negotiate with collection agencies and other creditors on behalf of the client and guide the client through the maze of hierarchies and bureaucratic departments to ensure the client is receiving all the benefits the client is entitled to.
- Support client with crisis intervention in person or via the telephone or provide consultation in regards to spending plans or other plans that have been made in conjunction with the client.
- Disperse daily cash to clients on a rotation bases.
- Transfer funds from trust accounts to client's personal accounts or deposit the funds into client's personal accounts at other banks by making regular trips to the bank to complete banking transactions.
- Monitor bank accounts daily for accuracy and availability of funds needed for the necessities of life for the client, such as rent, utilities, food, bus passes etc.
- Purchase gift cards, bus passes, bus tickets etc. as requested by clients.
- Reconcile bank accounts to the data base on ETB.
- Accompany client to various agencies and provide resources as required in order for the client to maintain their stability.
- Encourage and assist clients to participate in the financial literacy workshops.
- Attending case conferences with and for clients.
- Other duties may be assigned.

### **Support and Community Referral**

- Promote teamwork to meet Agency goals, building positive relationships and supporting individuals equitably and fairly.
- Provide a safe environment for clients coming into the office to complete

their business.

- Work in collaboration with other e4c programs, Homeward Trust, Alberta Health Services and partner agencies to provide a continuum of services.
- Advocate for clients when necessary.
- Develop and maintain positive relationships with banking staff, AISH workers, Income Support Workers as well as open and honest communications.

## **Administration**

- Complete data entry on delivery of the Financial Administration Services through ETB, Efforts to Outcomes and narrative data.
- Maintain an adequate filing system by keeping documentation filed in a timely and logical manner.
- Maintain thorough and accurate case notes.
- Maintain confidentiality as directed by FOIP.
- Compile written monthly reports.
- Adhere to program and agency policies and procedures.
- Always be aware of environment to ensure safety for clients, team members and oneself.
- Attend and participate in regularly scheduled team meetings and activities.

## **Qualifications**

### **Education and Certifications**

- Undergraduate degree in the field of Human Services or adult education
- Current De-escalation, First Aid and Crisis Intervention Training is required.
- Must provide clear Police Information Check with Vulnerable Sector.
- Requires use of reliable vehicle (current: vehicle insurance proof of 2 million liability, vehicle registration, driver's abstract).

## **Experience**

- Familiarity working with people experiencing complex needs.
- Knowledge of office equipment and computer software programs i.e., MS Word; MS Excel and MS Outlook
- Knowledge of Agency Programs, Accounting and Financial Literacy is an asset.

## **Competencies**

- Working Alongside Other Organizations – collaborative; people oriented.
- Strong Interpersonal and Organization skills – detail oriented, analytical thinker.
- Self-directed and motivated but clearly able to follow direction
- Adaptable – prioritizing emerging priorities.
- Self-Awareness and Impact – ability to carry through with professional development