



**Position Title:** Program Manager, Financial Empowerment  
**Division:** School and Community-Based Programs  
**Department:** Financial Empowerment  
**Location:** Financial Management HUB Office and Alex Taylor School Office

## Position Summary

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At e4c, one of our four foundational commitments is to take a financial empowerment approach to poverty reduction that focuses on improving the financial security of vulnerable populations in Edmonton. At e4c we support people to become financially empowered, enabling them to achieve their personal goals and participate meaningfully in their community.

The Program Manager, Financial Empowerment is responsible for the execution, daily operations management, evaluation and ongoing development and quality improvement of the Financial Empowerment (FE) programs at e4c which include Financial Management HUB (FM HUB), Make Tax Time Pay (MTTP), Empower U, our role as a Benefits Navigation Champion (BNC) in partnership with Prosper Canada, and the coordination and implementation of Financial Empowerment/Financial Literacy workshops across multiple programs at e4c. The Program Manager leads and works with FE program teams to ensure program outcomes are achieved and to advance the development of resources, processes and procedures that support achieving the outcomes, in alignment with e4c and program principles and policies, and in alignment with funding partner agreements. In addition, the Program Manager is a member of committees and working groups comprised of external partners and organizations in the financial empowerment community.

As a leader at e4c, the Program Manager applies a strengths-based and trauma-informed approach and works to increase the potential and capacity in employees, program operations and community settings. The Program manager upholds and models e4c's core values – courage, compassion, connection and commitment – in their leadership of programs and teams.

## Key Accountabilities

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### Operational Management

- Manage program operational cycles and service delivery to achieve program objectives.
- Monitor compliance with regulatory and contractual requirements. Ensure timely and accurate reporting to e4c leadership, funders, and regulatory bodies (as required).
- Manage operational changes and their impacts within the teams and be a change leader in organization-wide changes.
- Identify and anticipate issues and risks that will negatively impact e4c and service operations, and plan and implement actions to mitigate such issues and risks.
- Collaborate with leaders across the organization to advance integration throughout e4c's programs and service delivery.
- Develop annual program operational plans and budgets and monitor monthly expenses within approved annual budgets.
- Advance program goals, outcomes, and annual targets, and evaluate performance in alignment with funder reporting requirements and the e4c Strategic Plan.
- Responsible for monthly, quarterly and annual evaluation reports including participant evaluations, and program evaluation and progress reporting in alignment with funder reporting requirements, and internally in alignment with the e4c Strategic Plan Progress Report cycles.
- Debrief and follow-up/report on critical incidents and/or crisis situations in conjunction with employees and others as required (e.g., persons served and/or their support workers/agencies) to provide support, ensure proper guidelines were and continue to be followed, and identify



improvements to mitigate risk in the future and inform continuous improvement in processes and procedures.

### **Program Delivery and Development**

- Lead, coach, develop and retain employee teams to positively impact the lives of people we serve through the delivery of high-quality financial empowerment programs and services.
- Work with the Senior Director of School and Community-Based Programs to assess and develop frameworks and key processes that will ensure that best practices are being executed, scope of responsibility and segregation of work is clear, and quality programming is delivered.
- For the FM HUB program specifically, ensure that all financial transactions, bank transfers, financial processes and controls, are following e4c finance policy requirements, applicable legislation, and standard accounting practices.
- For the FM HUB program specifically, ensure accurate and timely client data management including reports, case management notes and data entry within an established daily, weekly, and monthly cycle. Ensure that appropriate case management notes and appropriate paperwork are entered and maintained in funder files and applicable databases.
- Support and enable employees in their roles by observing performance, recognizing successes, providing constructive feedback, and maintaining appropriate documentation.
- Model, enable and sustain a safe, healthy, and productive work environment for the teams.
- Oversee and participate in the planning, recruitment, onboarding, training, mentoring, performance evaluation, and performance management of employees.
- Demonstrate appropriate warmth, compassion and care towards persons served.
- Facilitate strategic partnerships, both internally and externally, that are beneficial to the program's service delivery, the people we serve, and the communities we work alongside and within.
- Other duties as assigned.

### **Education and Certifications**

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#### **Required**

- Bachelor's degree in Human Services, Social Sciences, Finance, Business Administration, Public Policy, or a related field.
- Financial Management education, training or certification such as: CMA, CPA, CFP, QAFF, BA in Finance, MBA, or equivalent.
- Standard First Aid and CPR
- Police Information Check with Vulnerable sector
- Intervention Record Check

#### **Recommended**

- De-escalation training
- Indigenous Awareness training

### **Experience**

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#### **Required**

- 5+ years of leadership experience in the human services sector working with diverse, high-risk, marginalized populations, including working with people requiring higher levels of support due to complex trauma, addictions, mental illness, and/or poverty. (Equivalencies may be considered with a combination of work experience and education).



- 3+ years of experience in financial management/administration services or accounting for low income and marginalized populations. (Equivalencies may be considered with a combination of work experience and education).
- Specialized knowledge in the areas of front-line services delivery (e.g., mental illness, addictions, family support, financial empowerment), social housing and AISH.
- High level of knowledge and experience with strengths-based, trauma-informed, harm-reduction and solution focused practices, and demonstrated ability to make challenging decisions within complex scenarios involving persons served.
- Demonstrated experience de-escalating crisis and antagonistic individuals under the influence of substances, under extreme stress and/or struggling with acute/chronic mental health crises.
- Proven ability to practice a relationship-based approach to leading teams, connecting with co-workers, providing services in the community, and engaging with funding and operating partners.
- Previous experience developing and managing a program budget with an understanding of funding agreements from external funders and all levels of government.
- Intermediate or advanced skills in Word, Excel, Outlook, SharePoint, QuickBooks, database management (for client files) and general computer operations.

## Competencies

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### Management and Leadership Competencies

- **Vision and Direction** – The ability to envision the future and ensure alignment with the organizational vision and values, provide direction and understanding of how our organization must change in the light of internal and external trends and influences.
- **Financial Management and Budgeting** – Monitoring, controlling, projecting and reporting on the program's financial resources, and managing approved operational program budgets within approved policies and procedures.
- **Navigating Ambiguity** – Make timely and sound decisions based on analysis of the information presented in the face of ambiguous or conflicting situations.
- **Organizational Awareness** – Understand the organization's workings, structure and culture and the political, social and economic climate in which e4c operates. Predict how new events or situations will affect individuals and groups within the programs being managed, and within the organization.
- **Managing Resources** – Manage and allocate resources, including people, equipment and money to achieve the program outcomes in alignment with funder requirements and approved operational plans and budgets.
- **Persuading and Influencing** – The ability to persuade or influence others in an honest, respectful and sensitive manner to get them to buy into the program and e4c objectives.

### Other Competencies

- **Teamwork** – The ability to work cooperatively, collaboratively, and effectively with employees, colleagues, and stakeholders to achieve collective results.
- **Empowerment** – Use a strengths-based approach to provide clear direction to employees to complete their duties as required.
- **Communication** – The ability to understand and be understood by individuals and groups using appropriate and effective communication tools and techniques.
- **Innovative** – The ability to respectfully challenge the status quo, take risks, and generate new ideas to improve operations or create new opportunities, and the ability to enable teams to do the same.



- **Personal Effectiveness** – The ability to demonstrate skills, knowledge and behaviours that enable effective and efficient execution of position requirements and the ability to maintain personal wellness and resiliency through change and over time.
- **Integrity and Ethical Behavior** – A clear understanding of ethical and business practices aligned with e4c core values.
- **Service Orientation** – Have an understanding of and compassion for persons served needs and a desire to make things better for them through the program’s services.
- **Results Driven** – Have an understanding of the performance requirements of the role and readiness to take accountability for delivering results.
- **Conflict Management** – Use a trauma informed and harm reduction approach to maintain workplace productivity and morale by providing guidance and direction towards conflict resolution.
- **Problem Solving** – Ability to lead and enable solution generation, and make challenging decisions, within complex scenarios involving persons served.

## Supervision

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- Plan and assign work, delegate activities and train employees in the programs.
- Responsible for hiring, promoting, coaching, monitoring, and performance management.

## Reporting Relationships

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**Reports To:** Senior Director, School and Community-Based Programs  
**Direct Reports:** Financial Administrators (up to 8), Financial Administrator Assistants (1-2), Program Assistant (1), FE Coordinators (1-2), FE Program Assistant (1)  
**Internal Relationships:** Executive, Leaders, e4c employees

## Working Conditions

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### Schedule

- Full-time position, 40 hours per week.
- This position is considered management; therefore, this position is not entitled to overtime.
- Managers are expected to manage their schedule as necessary to fulfil the employment responsibilities.

### Work Environment

- Primarily within an office environment at the FM HUB office and at the main e4c office located at Alex Taylor School (the position will have a workspace in both locations).
- Travel may be required to client, funder, or community sites, and between the e4c main office location at Alex Taylor School and the FM HUB office.
- Requires long periods of concentration and attention to detail to complete complex tasks within a financial management and administration environment that supports diverse, high-risk, marginalized populations, including working with people requiring higher levels of support due to complex trauma, addictions, mental illness, and/or poverty.
- Requires making challenging decisions within complex scenarios involving persons served.
- Daily interaction with program participants (persons served/clients) who have complex needs.
- Responsibility to produce tangible results and complete projects and progress reports within tight timelines.

**Physical Demands**

- Minimal lifting and carrying from generally 0 to 30 lbs.
- Involves sitting, walking, standing, and bending on a regular basis.
- Requires long periods of concentration and attention to detail.
- Periodically handling/moving office/agency materials and equipment.

**Autonomy**

- Decisions generally affect daily operations of the program and maintaining a safe and healthy workplace for employees and a safe and healthy service location for persons served.
  - Implement and uphold agency policies and improve or develop program processes and procedures.
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