Job Posting - Program Facilitator - Financial Coaching

Overview:

Credit Canada is seeking additional Facilitators to deliver its transformative Financial Coaching Program. Operating in a dynamic and entrepreneurial environment, Facilitators will lead the **Credit Canada GOLD** program and help expand our capacity to run multiple cohorts simultaneously. This is a **contractor role**, with virtual evening sessions, and offers a unique opportunity to make a meaningful impact on Canadians' financial well-being.

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 over 50 years, Credit Canada has been helping Canadians achieve healthier financial lives, improve credit management, and realize their goals. As a national non-profit and Canada's first credit counselling agency, we have helped thousands avoid bankruptcy, become debt-free, and achieve long-term financial wellness.

Since 2022, our **Financial Coaching (GOLD) program** has helped Canadians make lasting changes in both behaviour and outcomes. Participants report tangible improvements, such as debt reduction and improved credit scores, as well as intangible benefits, including increased confidence and overall well-being. As the program expands, we are seeking an **additional facilitator** to join our team.

Job Responsibilities:

Reporting to the **Financial Coaching Manager**, with a dotted line to the **Lead Facilitator**, you will:

- Facilitate the GOLD program, including preparing and delivering six 2-hour virtual sessions.
- Lead weekly coaches' meetings and support participants throughout the program.
- Attend weekly check-in meetings with the Lead Facilitator.
- Oversee coaches and coordinators and be accountable for program outcomes.
- Lead meaningful conversations, create a safe learning space, and inspire participants to achieve lasting change.

- Support team members in their professional growth and contributions to the GOLD.

Qualifications/Skills:

You are:

- An experienced facilitator skilled in transformational conversations - evoking major shifts in mindset, ways of being, practical skills, behaviours, actions, and results through facilitation.
- A supportive leader who can guide participants in goal-setting, accountability, and personal growth.
- Entrepreneurial, ideas-driven, and thrive in a fast-paced environment.
- Results-oriented, proactive, and an excellent follow-through performer.
- Personable, confident, and a strong communicator who works well in teams.
- Confident in your own personal finances.

You have:

- Proven ability to engage large groups, navigate emotions with empathy and respect, and adapt to the unique needs of participants.
- Excellent time management, organizational, and planning skills.
- A balance of strategic vision and attention to detail.

Education and Experience Requirements:

- Training and experience in facilitation.
- Coaching certification is a plus.
- Interest or experience in personal finance; lived experience overcoming debt is a plus.

Dates, Work Hours & Location:

Audit Phase (Paid)

- **November 2025:** Up to **2 candidates** will be invited to the audit phase.
- During this phase, candidates will:
    1. Watch two recorded program sessions.
    2. Meet with the Lead Facilitator and the Financial Coaching Manager to lead a sample facilitation session, and discuss observations and reflections.
- **Purpose:** This helps us select **1 candidate** to move forward as a program facilitator.

Facilitator Role (If Selected)

- **February 2026 cohort:** co-lead the program.
- **Hours:** One evening per week, 6:30–8:30 PM ET, plus two additional weekly meetings and preparation time.
- **Location:** Virtual (Zoom).

Next Steps:

1. Submit your application with a resume and a brief cover letter highlighting your facilitation experience to Becky Western-Macfadyen at bwestern@creditcanada.com by **Thursday, November 6, 2025 at 5pm ET**. We appreciate all applications; however, only candidates selected for an interview will be contacted.

2. Selected candidates will be invited to the **audit phase** in November 2025.
3. Following the audit phase, **1 facilitator** will be chosen to co-lead the February cohort.