

## JOB POSTING

### DIRECTOR, FRONTLINE PROGRAMS (FULL-TIME)

#### WHO WE ARE

Prosper Canada is a national charity driving bold change that enables more people to prosper. Working with government, business and community partners across Canada, we are expanding life-changing financial empowerment services, innovating for greater inclusion and impact, and pursuing systemic change to remove barriers to financial well-being for people with low and modest incomes.

Diversity is at the core of what we do and who we support to build financial health. Our financial empowerment efforts focus on people with low and moderate incomes, but also give particular attention to populations that face additional systemic and institutional barriers, including Indigenous Peoples, members of racialized communities, and people living with disabilities. In our work, we seek diverse perspectives that represent the lived experience, needs and challenges of the people we serve. Our goal is a Canada where everyone has the opportunity and support they need to achieve financial well-being and live with dignity, stability, and possibility.

In our organization, we value being collaborative, human-centred, and forward-thinking and strive to create a culture where all feel valued, respected, and a true sense of belonging. We see power in diversity, equity, and inclusion; recognize, accept, and celebrate our differences; and believe we can help everyone thrive by being our boldest true selves.

Join us in supporting and empowering everyone in Canada to prosper.

#### THE OPPORTUNITY

The Director, Frontline Programs provides strategic leadership and oversight of Prosper Canada's national system of free, community-based, financial empowerment services delivered through our *Resilient Futures* program, and related granting, engagement, learning, innovation and inclusion work.

This role requires a mission-driven, strategic, entrepreneurial and values-based leader who can engage, align and mobilize diverse teams, partners and stakeholders to advance a bold national vision for scaling high-impact and inclusive community financial empowerment tools and services in Canada.

Working closely with senior Prosper Canada leaders and external community, government, philanthropic, and financial sector partners and stakeholders, the Director is responsible for

leading the growth and development of Canada's community financial empowerment services and field, and helping to ensure that everyone in Canada with low/moderate incomes has access to the financial help they need to achieve financial wellbeing – no matter who they are, where they live, or their starting point.

They are accountable for overseeing the development of a national system of free, high-quality, community-delivered, financial help services, funded through our [Resilient Futures](#) program, and achieving our 4-year goal of helping 1 million people with low and moderate incomes to build their financial wellbeing and access \$2 billion in additional income.

In parallel, they are responsible for overseeing driving innovation to grow our frontline impact and broaden the inclusion and reach of financial empowerment supports across Canada. This includes adapting service models, tools and resources to better serve diverse communities.

The Director, Frontline Programs provides strategic leadership and oversight of Prosper Canada's Frontline Program Department which is accountable for advancing efforts to enhance and sustainably scale access to high-quality, inclusive, community-delivered, financial help services for people with low and moderate incomes across Canada.

Reporting to the VP, Impact and Operations, the Director oversees a multi-disciplinary Department with three core functions:

- Our **Community Services & Impact Group (CSI)** is responsible for ensuring the delivery of comparable, inclusive, high-quality, financial empowerment services across Canada. Working with our national network of community service partners, they manage these relationships, monitor program delivery, build capacity through learning and training opportunities and resources, and foster peer engagement and learning through our national online community of practice.
- Our **Service Innovation & Inclusion Group (SI&I)** is responsible for the design, development, testing, and scale-readiness of high-quality, inclusive, financial empowerment service models and tools, and applying human-centred design throughout the innovation cycle to ensure impact, equity and accessibility.
- Our **Grant Administration Team (GA)** is responsible for administering our *Resilient Futures* grant fund and other project grants. This includes designing and administering calls for proposals, grant allocation, fund disbursements, compliance monitoring, and reporting.

The Director is accountable for the leadership and performance of all three functions, ensuring plans, priorities and target outcomes align with and advance with Prosper Canada's strategic priorities; that roles and responsibilities are clearly defined; and there is strong cross-team coordination. In addition, the Director is expected to optimize the use of systems, people, and resources across these functions to strengthen community partner experience, ensure

accountability for and achievement of funded outcomes, manage risk, and translate learning into continuous service and system improvement.

**Reports to:** Vice President, Impact and Operations

**Direct reports:**

- Senior Manager, Service Innovation & Inclusion (SI&I)
- Senior Manager, Community Services & Impact (CSI)
- Manager, Grant Administration (GA)

**Indirect reports:** 9+ roles across GA, CSI and SI&I

## SUMMARY OF KEY RESPONSIBILITIES

### 1. Sets direction and aligns Frontline Program functions (20%)

Sets clear strategic direction for Frontline Programs and ensures alignment across service innovation and inclusion, partner engagement, and grant administration to advance a cohesive approach to partner granting, management, and delivery support.

- Sets and advances a clear vision for Frontline Programs aligned with Prosper Canada's Strategic Plan and organizational priorities.
- Translates multi-year organizational priorities into executable Frontline Program plans with clear outcomes, milestones, success measures, and accountabilities across teams.
- Advances the implementation of Frontline Program multi-year plans by driving annual operational planning, ensuring coherence and alignment across across Frontline functions and other Prosper Canada teams
- Ensures Frontline Program plans are adaptable and responsive to emerging risks, opportunities, capacity and resource constraints, and system-level changes, adjusting plans as needed.

### 2. Ensures strong performance, accountability, and results (20%)

Accountable for the overall performance of the Frontline Program Department, ensuring funded initiatives deliver intended outcomes with consistency, quality, and effective risk management:

- Leads departmental financial stewardship by establishing, monitoring, and forecasting budgets; aligning program delivery with available resources; and advising VP on financial implications and trade-offs to support sound operational and strategic decisions.
- Ensures frontline initiatives are delivered on time, on budget, and to agreed quality standards, supported by consistent expectations, detailed work plans, and performance oversight.

- Ensures Frontline Program team frameworks, methodologies, systems, and standards are in place to enable reliable, high-quality, partner-facing work across teams.
- Holds Frontline Program senior leaders accountable for adhering to Prosper Canada policies and ensuring the adoption, consistent implementation, and continuous monitoring and improvement of core operating systems and tools within their teams.
- Strengthens consistency and quality across partner-facing work through shared partner management and support frameworks, systems, and expectations.
- Leverages data, evaluation, and partner insights to routinely inform decisions and drive continuous improvement across the Frontline Program project portfolio and functions.
- Proactively works with Frontline Program managers and senior managers to identify and manage delivery, financial, capacity, relationship, and compliance risks.

### **3. Strengthens partner experience and external relationships (15%)**

Ensures community partners experience coordinated, high-quality engagement, learning, and support, and provides senior external leadership to:

- Ensure frontline community partners experience a coordinated, transparent, and supportive journey across the full granting and project delivery lifecycle.
- Ensure partner engagement practices hold partners accountable to contractual commitments while providing appropriate support to address challenges and enable strong program results.
- Maintain senior-level relationships with key external partners, funders, policymakers, and other relevant eco-system collaborators.
- Represent Prosper Canada's frontline work in national conversations related to financial empowerment service delivery, innovation, and inclusion.

### **4. Builds, develops and supports high-performing and inclusive teams (20%)**

Builds leadership capacity across Frontline Programs and fosters inclusive, high-performing teams grounded in clarity, collaboration, and staff development and wellbeing:

- Leads, coaches and supports development of 3 direct reports from the CSI, SI&I and GA teams, helping them to strengthen team performance and be effective in their leadership roles.
- Ensures Frontline Program staff capacity, workload and wellbeing are actively managed by CSI, SI&I and GA leaders, particularly during periods of growth, peak activity, and/or change.
- Fosters a culture of clarity, collaboration, learning, and continuous improvement across the Frontline Program Department.
- Ensures consistent application of organizational performance management and development policies and processes for all CSI, SI&I and GA staff and the provision of team and individual learning and training opportunities as needed.

- Champions accountability, equity, and inclusion in staff management and program delivery across Frontline Program Department leadership.

## 5. **Contributes to organizational strategy, advocacy, and sustainability (10%)**

Plays a key role in advancing the organization’s strategy and sustainability by linking frontline program delivery with resource development, organizational planning, and system change efforts:

- Contributes to organizational strategy development, planning, and decision-making.
- Supports funding strategy and sustainability by collaborating with Business Development and other internal teams to mobilize resources and build/manage funder relationships.
- Facilitates collection and use of frontline insights to inform and strengthen our system change engagement and advocacy efforts, in partnership with the Systems Change Program team.

## 6. **Drives organizational alignment, operational effectiveness, and sustainability (15%)**

As a member of Prosper Canada’s new Senior Operational Leadership Table (SOLT), the Director helps to drive operational alignment and improvement across teams to support effective delivery of organizational strategies and associated operating plans. To this end, they:

- Actively collaborate with other Directors to align on and advance operational priorities, manage cross-team interdependencies, and address operational risks.
- Help to strengthen organizational processes, policies, and practices to improve operational role clarity, efficiency, and cross-team accountability.
- Bring Frontline Program staff and partner insights to SOLT discussions to inform development and implementation of operating plans and related problem solving and decision making.
- Ensure alignment of Frontline Program operations with available funding, organizational capacity, and capability, taking into account emerging opportunities and risks.
- Work collaboratively with other Directors and HR and Finance Managers to ensure operational plans are integrated, realistic, and achievable.
- Help ensure consistent people management practices across teams that effectively foster staff development and wellbeing.

## **WHAT SUCCESS IN THIS ROLE LOOKS LIKE OVER THE NEXT 2-3 YEARS**

- **Clear and scalable operating processes and infrastructure**  
All Frontline Programs teams (SI&I, CSI, and GA) operate with well-defined, fit-for-purpose

systems, processes, and tools that support consistent high-quality performance, enable staff effectiveness, and scale reliably as programs and partnerships grow.

- **Strategically aligned Frontline Program portfolio**  
Frontline Programs are supported by an integrated 3-year plan that aligns with and advances Prosper Canada’s strategic priorities, sets clear performance expectations, and defines the capacity needed to meet them.
- **Innovation that translates into scaled impact**  
Leads the design and scale-up of innovative program approaches, turning frontline insights into high-impact solutions that expand access and deliver measurable, sustainable outcomes at scale.
- **Consistent, high-quality, partner experience across the project lifecycle**  
Funded community partners experience coordinated, reliable, and high-quality engagement across innovation, learning, funding, and compliance functions, with clear accountability and support throughout the full funding cycle.
- **Strong grant stewardship and funder confidence**  
Grant Administration operates with strong governance, compliance, and financial stewardship, resulting in timely reporting, effective risk management, and high levels of confidence among funders and internal leaders.
- **Effective matrixed program delivery**  
Senior Frontline Program leaders and their teams work effectively in a matrixed environment, collaborating seamlessly with other internal teams to deliver complex projects and initiatives with clear roles, mutual accountability, and a minimum of friction.
- **High performing, well supported leadership and teams**  
Senior Frontline Program leaders are well supported, clear in their roles, and accountable for outcomes, with teams that are engaged, resilient, and able to sustain performance during periods of growth, complexity, and change.
- **Frontline insights shape organizational strategy and influence**  
Insights from frontline services, innovation, and partner engagement are systematically captured and shared to inform organizational strategy, funding priorities, and system change efforts, and to inform the efforts of other financial empowerment stakeholders.

## EXPERIENCE AND COMPETENCIES

Candidates must clearly demonstrate how they meet the **essential** criteria set out in the table below to be considered for an interview. Candidates should highlight **desirable** criteria they possess to gain a competitive edge over other candidates at shortlisting or interview stage.

Essential criteria	Desirable criteria
<p><i>Minimum (non-negotiable) qualifications, skills, experience, and/or knowledge needed to perform the job effectively</i></p>	<p><i>Desirable attributes (e.g., extra certifications or advanced skills) that give a candidate a competitive edge but are not critical to performing the core job.</i></p>
<p><b>Experience</b></p>	
<ul style="list-style-type: none"> <li>● <b>Senior leadership experience:</b> 10+ years of progressive leadership experience in non-profit, public, social impact or related sectors.</li> <li>● <b>Portfolio leadership:</b> Proven experience leading complex programs or portfolios (multi-project, multi-stakeholder)</li> <li>● <b>People and change leadership:</b> Demonstrated experience leading and developing high-performing teams through significant organizational growth and transformation.</li> <li>● <b>Partner and funder engagement:</b> Demonstrated experience working with external partners (e.g., community-based organizations, funders, and government)</li> <li>● <b>Strategic integration:</b> Proven ability to align people, operations, and resources across multiple functions to advance strategic goals.</li> </ul>	<ul style="list-style-type: none"> <li>● <b>Financial empowerment or related service delivery:</b> Experience delivering or overseeing financial empowerment, social services, or adjacent fields.</li> <li>● <b>Experience developing a service system,</b> including building service and training standards and accreditation to ensure comparable, high-quality, and inclusive services.</li> <li>● <b>Cross-sector influence:</b> Experience working in, and/or with stakeholders from, diverse sectors (e.g. community, government, financial sector, philanthropic).</li> <li>● <b>Fundraising and sustainability:</b> Experience helping to shape fundraising strategies, developing funding proposals, and stewarding funder relationships.</li> <li>● <b>National or multi-region scope:</b> Experience working in a national organization or across multiple regions.</li> </ul>
<p><b>Skills and knowledge</b></p>	
<ul style="list-style-type: none"> <li>● <b>Strategic leadership:</b> Defining target impact and the key levers to achieve it, establishing priorities, and translating these into clear deliverables, plans and accountabilities.</li> <li>● <b>Performance oversight:</b> Monitoring outcomes, managing risk, and using data and insights to inform decisions.</li> <li>● <b>People leadership:</b> Coaching senior leaders and supporting staff development and wellbeing.</li> <li>● <b>Relationship leadership:</b> Building trust and influence with senior internal staff and external partners.</li> <li>● <b>Complexity management:</b> Maintaining clarity and momentum in an emergent environment</li> </ul>	<ul style="list-style-type: none"> <li>● <b>Systems-building:</b> Experience building, implementing, and continuously improving new operational systems, processes, and tools across teams or portfolios.</li> <li>● <b>Matrixed delivery:</b> Experience enabling effective collaboration and accountability in matrixed or cross-functional environments.</li> <li>● <b>Sector context:</b> Knowledge of the Canadian financial empowerment, poverty reduction, and/or economic inclusion landscape.</li> <li>● <b>Trauma-informed practice:</b> Understanding of trauma-informed approaches in leadership and service delivery.</li> <li>● <b>Language skills:</b> Proficiency in written and spoken French, as well as English.</li> </ul>

<p>with some uncertainty and often competing priorities.</p> <ul style="list-style-type: none"> <li>• <b>Communication:</b> Synthesizing complex issues and translating these into clear and relevant communication for diverse audiences.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Service innovation:</b> Experience advancing inclusive program or service innovation informed by community insight and user-centered design approaches.</li> </ul>
<b>Qualifications</b>	
<ul style="list-style-type: none"> <li>• <b>Education:</b> Post-secondary degree/certificate in a relevant field (e.g., community development, social work, non-profit management) or equivalent experience.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Additional credentials:</b> Project management, change management, or leadership certifications.</li> </ul>

**WHAT WE OFFER**

Prosper Canada offers the opportunity to work in a mission-driven, values-based environment where you can help to drive large-scale social impact. Our staff enjoy:

- Supportive work policies in a hybrid office environment
- A collaborative work environment with a strong culture of learning and innovation
- Opportunities for learning and professional development and to participate in cross-team working groups and projects.

**Compensation package:** The salary range for this position is \$107,500 to \$120,000. Upon successful completion of their probation period, the Director will also participate in a full suite of employee benefits including:

- 20 paid vacation days
- 3 paid personal days and 15 paid sick days
- Paid time off when we close the office Dec 24<sup>th</sup> through Jan 1<sup>st</sup>
- Group medical and dental benefits
- Employee Assistance Program
- Employer RRSP contribution and membership in the [Common Good](#) retirement savings plan.

**EMPLOYMENT DETAILS & HOW TO APPLY**

**Employment Type:** Full-time Permanent  
**Vacancy status:** Existing vacancy  
**Job location:** Suite 700, 60 St. Clair Avenue E., Toronto ON M4T 1N5  
**Travel:** 5% per year

**Application deadline:** April 7, 2026  
**Start date:** May 2026  
**How to apply:** Please email a cover letter and resume to [hr@prospercanada.org](mailto:hr@prospercanada.org)  
with subject line: Application for Director, Frontline Programs

**Prosper Canada values and welcomes:**

- Applicants from racialized groups, including black, Indigenous, and people of colour.
- Applicants of all gender expressions and sexual orientations, including queer, trans, and two-spirit people.
- Your personal experience of living on a low income, being a newcomer, or living with a disability, and the insights and perspectives this would bring to your work.
- Your understanding of the concepts of institutional and structural racism and bias and their impact on underserved and under-represented communities.
- Your ability to build empathetic relationships with a broad range of people, including members of diverse communities and people living on low incomes.

If you do not meet all our requirements, but believe your skill set and experience are applicable or transferable, we would still love to hear from you.

We encourage candidates from equity-seeking groups to self-identify in their cover letters and to highlight how their lived experiences help them to understand the needs and challenges of equity-seeking groups. We are committed to accommodating all candidates and staff with temporary or permanent disabilities. **Applicants who may require an accessible format of this job description, or accommodation to have a successful interview, are encouraged to contact us at [hr@prospercanada.org](mailto:hr@prospercanada.org).**

We thank all applicants for their interest, however, only those selected for an interview will be contacted.

We do not use artificial intelligence (AI) to screen, assess, or select applicants. The selection process will include the following steps: HR phone screening, 2 interview rounds, professional reference checks, and an offer to the final selected candidate. Interviews with candidates may be conducted virtually or in person for candidates in the Greater Toronto Area.

**Thank you for your interest in working at Prosper Canada.**  
Follow us on [LinkedIn](#) to be notified of other career opportunities.