

## Job Posting Rise Ottawa Business Advisor

### What We'd Like You To Know About Us

CARE

EMPOWERMENT

INCLUSION

These values are at the heart of who we are as people, as professionals and as a team. Rise is Canada's only national charity dedicated to helping people with mental health or addiction challenges achieve financial independence through self-employment or small business ownership.

Our clients reflect many diverse groups that experience barriers related to access to services. They self-identify, including 60% who are women, 32% who are BIPOC and 57% persons with low income.

Rise aims for a diverse team of staff and volunteers to ensure that our funding, programs and services respect and reflect clients' needs.

For 10 years, Rise has financed, trained, mentored and coached over 1000 entrepreneurs disbursing more than \$2 million in over 500 small loans. Our programs enable clients to hone their skills, achieve their goals and live their dreams.

Check out our new Strategic Plan and Social Inclusion Survey <https://risehelps.ca> and Impact Report <https://risehelps.ca/impact-stories>

### **About Causeway Work Centre**

Causeway is a not-for-profit agency that empowers ALL people by helping those with mental illness and other challenges find meaningful work.

We have a desire to see people treated with dignity and respect. We believe that there is no limit to anyone's potential.

Our mission is to build better communities by employing each person's abilities. By leveraging their talents and abilities, we work to shift society's perspective regarding people whose value has not yet been recognized.

### **Position Summary**

This role will be based in Ottawa, working both remote and at Causeway Work Centre. The overall purpose of the Business Advisor is to work with prospective clients of the Rise Small Business Lending Program. The Rise Small Business Lending Program provides access to low-interest business loans to launch or grow a small business. Eligible entrepreneurs can access loans up to \$10,000, with an average initial loan size of \$4,000. The Rise Ottawa Business Advisor will be responsible for securing the required partnerships and establishing effective outreach mechanisms for the intake of both prospective clients from the community with mental health or addictions challenges, as well as volunteer mentors who will provide business advice and support to the participating entrepreneurs.

This role will

- Coach one-on-one with these clients to help prepare their business plans, advocate for them at review committee meetings, and provide follow-up support for all successful loan applicants
- Work predominantly with solopreneurs and brand new businesses; as such, the scope and extent of “success” of these ventures is defined by the client
- Outreach may include, but is not limited to, events, workshops, seminars, individual meetings, and developing marketing materials. Travel may be required as needed
- Will report directly to the Director of Programs and Services at Causeway, and the Lending Program Manager of Rise, but largely work independently and autonomously
- Be part of a national team of Rise Business Advisors and will be expected to actively collaborate with peers and ensure pertinent learning is shared
- Success will be measured against quantitative metrics that will include a yearly target of successful loan applicants, recruited volunteer mentors and other measurements as determined

This position is part of a team of 9 Business Advisors across the country. The successful candidate will thrive in a role where there is always something to be done and new challenges to address. The Business Advisor typically handles 15-20 loans per year with as many as 6-8 clients at any time. This is accomplished in 4 key areas of responsibility:

#### Outreach & Marketing

- Engage in extensive community outreach to expand awareness of Rise, support the development of partnerships and relationships and recruit clients
- Network and make presentations to agencies, individuals and communities to form referral relationships
- Manage a pipeline of prospective clients, contacts etc.
- Work to develop a pool of mentors and other business support services
- Collaborate actively with peer Business Advisors to share learnings

#### Business Advisory

- Assess loan applications and personal readiness as well as business plan viability, stewarding clients through the loan acceptance and post disbursement processes
- Refer prospects to Rise Training Programs, Causeway programs and supports or appropriate community resources as needed
- Support through feedback, coaching and referral to other resources to ensure client questions are addressed and all documentation completed;
- Work with multiple clients simultaneously while adapting to each client’s skills and capabilities
- Work closely with assigned mentors to support the business, personal and financial goals of the client within Rise’s social objectives and financial resources

#### Advocacy & Presentation

- Participate in developing the loan pitch material and present the client’s application to the Rise Loan Review Committee
- Advocate for the client

#### Administration & Reporting

- Maintain all documentation, progress reports and interactions in CRM
- Facilitate and share learning across Rise
- Additional reporting as required

## **Skills**

You bring through your experience empathy, sensitivity and an understanding of working with individuals with mental health or addictions challenges. You have worked with people from all walks of life and with business ideas of all kinds. You have superior communications skills written and oral and the ability to confidently present to groups large and small. You are a natural networker and bring tact, diplomacy and judgement to our multi-stakeholder environment. You understand entrepreneurship and the critical role that it plays in our society in employment, financial and personal terms.

In particular, we are looking for the following:

- Ability to work independently, self-motivated; flexible and ability to adapt to varying situations, schedules and demands
- Excellent written and oral communication and interpersonal skills, including listening, facilitating, and presentation delivery
- Demonstrated skills in operating in a complex multi-stakeholder environment including tact, diplomacy, maturity and sound judgment
- Comfortable with working within an evaluation framework to prioritize and respond to client needs and readiness
- Strong attention to detail with a service oriented outlook
- Empathy and sensitivity to work successfully with clients with a history of mental health or addiction challenges
- Proficiency in Microsoft Office products including Excel, Word, as well as CRM tools, including Salesforce
- Solid understanding of financial statements

## **Qualifications/Experience**

- Post-Secondary required; Bachelor's degree in Business or a related field, equivalent education and experience will be considered
- Broad understanding of the local and provincial context for mental health and addictions, employment and entrepreneurship
- Experience with forming strategic alliances and partnerships between non-profit, public, and private entities
- Direct related experience working with small business owners and entrepreneurs would be an asset
- Experience working with individuals with mental health or addictions challenges, is desired
- Experience working in a start-up environment under minimal supervision is desired
- First-hand experience with entrepreneurship and business planning is an asset
- Experience working in a coaching or training environment is an asset
- Knowledge of community resources and the health, mental health, social service, and government service systems
- Must have both a recent satisfactory criminal record check and a child abuse registry check,
- A valid driver's license and access to a vehicle is an asset
- Fluent in French or other languages is an asset

Rise & Causeway are committed to employment equity and diversity in the workplace. We actively seek racialized and indigenous persons, people with disabilities, (including people who have experienced mental health and addiction challenges), and additional diverse identities for our teams.

### **Why Should I Work Here?**

At Causeway we are focused on building better communities by employing each person's abilities and this starts with our team. When you join Causeway, you can expect:

- A supportive, inclusive and collaborative environment
- Starting salary of \$40,000
- 3 weeks' vacation leave
- Generous sick time, appointment time and statutory holidays
- Additional paid time over the holiday break between Christmas and New Years
- Free access to a full onsite gym
- Group Benefits and Pension Plan (shared by employer and employee)
- Opportunities for professional development, training and continuous learning

### **Process**

Please submit your resume and a cover letter by **October 1, 2021** in electronic form to Sharon Lewis at [slewis@causewayworkcentre.org](mailto:slewis@causewayworkcentre.org)