



**Empowering people
Launching ideas**

LENDING PROGRAM COORDINATOR

ABOUT US

Empowering people. Launching ideas.

[Rise](#) is Canada's only national organization dedicated to empowering people with mental health and addiction challenges to achieve greater social and economic inclusion through entrepreneurship. Through training, mentorship, micro-financing, and other customs supports, we help individuals build the skills and access the capital they need to launch a small business that can improve their quality of life and enable them to support themselves, their families, and communities.

Since 2010, Rise has financed, trained, and mentored more than 2,000 entrepreneurs and disbursed more than \$2.8 million via 700+ low-interest loans. Today, we work in nine locations across Canada—and growing. Learn more in our [Impact Report](#).

YOUR OPPORTUNITY

This position reflects the growth that Rise has undergone and has planned for the future, as outlined in Rise Above, our 3-Year Strategic Plan.

Rise seeks a highly motivated and responsive coordinator with the ability to juggle multiple priorities to join our Lending Team. Reporting to the Lending Program Manager, the Lending Program Coordinator will work closely with other members of the team to ensure Rise clients receive support to achieve their entrepreneurial goals. This full-time position offers an exciting and challenging opportunity to play a vital role in enabling Rise clients across Canada to successfully apply for financing through the Small Business Lending Program.

As our ideal candidate, you are passionate about entrepreneurship, possess a "client-first" mindset, and are excited to support our vision and mission.

Finding the right person for the job

Rise is actively seeking a diverse member of the community to fill this position, and we welcome racialized and indigenous candidates to apply and be considered for this role. This position will serve as a member of the Rise team headquartered in Toronto, ON. But more important than location is finding the right person for the job. So, this position is open to candidates from across Canada to be filled remotely.

Work/Life Balance

Rise offers staff in Toronto flexible working arrangements, with the opportunity for in-office and remote workdays. We offer flexible working hours for staff working remotely in other parts of the country to accommodate location and needs. Rise also offers generous holidays and a comprehensive benefits package.

We're also dedicated to our staff's professional development and offer a range of learning opportunities, such as ongoing Diversity, Equity & Inclusion training to ensure a safe, equitable and inclusive workplace.

KEY RESPONSIBILITIES

Pipeline Management (40%)

- Respond to general inquiries from potential clients, partners and other interested parties, and refer to the appropriate department where necessary
- Be responsible for pulling credit reports for eligible clients
- Work with the Lending Program Manager to support Business Advisors as they move client applications through the lending process
- Set up weekly working sessions to support the team with file preparation, including keeping notes and records of discussion points
- Work with the Loan Administrator to move client applications through the process from loan approval to disbursement
- Manage all exceptions and conditions applied to loan applications and work with Loan Administrator and Lending Program Manager to ensure that files are complete prior to disbursement
- Ensure clear communication of pipeline status through regular updates
- Manage general information sessions for new applicants, including scheduling, adjusting email templates, recording attendance, and sending out post-session emails
- Contribute to projects to improve Lending Program processes

Adjudication (25%)

- Schedule all Internal and Loan Review Committee meetings
- Prepare and distribute final adjudication packages to review meeting attendees
- Attend all meetings, take minutes, complete decision summaries and follow-up on action items
- Chair Internal Review meetings

Loan Review Committee (LRC) Stewardship (25%)

- Act as the Rise contact person for LRC members
- Maintain updated information on LRC members, including contact information, skills matrix, meeting attendance and terms
- Project manage the LRC workplan, including regular recruitment campaign, surveys, check-ins and meetings

Administration & Reporting (10%)

- Design and manage the program reporting dashboards in Salesforce
- Maintain updated knowledge database of resources related to lending clients

QUALIFICATIONS

Education and Experience

- Post Secondary required; while a specific degree or program is not required, candidates with experience in fields that are related to Rise's focus of entrepreneurship, business, mental health, social work or education would be considered an asset. *A combination of experience with some education will also be considered*
- Some exposure to Business plan writing, financial planning and assessment experience; prior exposure to pitching for funds is helpful
- Experience with multi-stage processes and procedures, including attention to detail for recording keeping and knowledge management

Skills and Competencies

- Knowledge of the Canadian entrepreneurship ecosystem, including available resources and support.
- Effective communication and interpersonal skills, with the ability to build relationships with multiple stakeholders.
- Excellent time management and project management skills.
- Resourceful and creative, with the ability to seek out and propose process efficiencies.
- Capable of modifying approaches and interactions to suit individual needs and unique circumstances as required.
- Technologically savvy with the ability to learn tools quickly. Knowledge of Salesforce or other CRM and Microsoft Office.

ASSETS

- Experience working with people who face employment and financial stability barriers and/or have experienced mental health or addiction challenges.
- Mental health, addiction, or crisis management training.
- Strong administrative and analytical skills
- Bilingual in French and English.

PERSONAL ATTRIBUTES

- Optimistic outlook and demeanour
- Empathetic and patient
- Creative and flexible
- Responsive and service-oriented
- Critical thinker with sound judgment
- Personable relationship builder
- Independent, confident, and assertive; a self-starter
- Entrepreneurially minded and curious
- Well organized

Application Deadline

To apply for this exciting career opportunity, internal applicants should send a cover letter, outlining their qualifications, suitability for the position, and salary expectations to Mary Barcellos, HR Consultant at mpdbarcellos@rogers.com before 11:59 pm on **Sunday, June 11, 2023**, and include "Lending Program Coordinator - Job Application" in the subject line. The salary range for this position is \$40,000-\$45,000.

Rise is 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 other diverse identities for our team.

All applicants are notified that, where needed, accommodation for disabilities will be provided on request. This includes accommodation throughout the recruitment process.