



JOB DESCRIPTION

Position Title: Senior Accountant, Client Funds & Trust Administration
Site/Location: 30 Bennett Street, Carleton Place, ON
Reports to: Senior Manager, Finance and Accounting

Role: The Senior Accountant, Client Funds & Trust Administration is responsible for the effective administration, oversight, reconciliation, reporting, compliance, and continuous improvement of client funds and trust accounts managed by the organization on behalf of approximately 700 families and individuals receiving support through various government-funded programs. The incumbent ensures funds are managed with the highest standards of accuracy, transparency, accountability, and financial stewardship, while maintaining strong internal controls and compliance with funding agreements, organizational policies, and legislative requirements.

Working closely with the Senior Manager, Finance and Accounting, Finance team members, Case Workers, clients, and families, the Senior Accountant, Client Funds & Trust Administration will lead the assessment, stabilization, and enhancement of client fund processes and systems. The incumbent will ensure the organization maintains a trusted, responsive, and accountable framework for managing funds entrusted to its care.

POSITION REQUIREMENTS

1. Education

- Bachelor's Degree in Accounting, Finance, Business Administration, or a related field.
- CPA designation (or working toward designation) is considered a strong asset.
- Equivalent combination of education and experience may be considered.

2. Professional Experience and Technical Skills

- Minimum 5 years of progressive accounting and financial management experience.
- Experience managing client funds, trust accounting, fund accounting, government-funded programs, or similar environments with high accountability requirements.
- Experience developing and implementing financial processes, internal controls, and financial reporting systems.
- Strong understanding of accounting principles, reconciliation processes, and financial analysis.
- Experience identifying and resolving complex financial discrepancies and data integrity issues.
- Experience managing system implementations, process improvements, or financial software projects.
- Experience working collaboratively with non-financial stakeholders.
- Strong proficiency with Microsoft Excel and financial reporting tools.
- Experience with Microsoft Dynamics Business Central is an asset.
- Experience in the non-profit, health, social services, community services, or government-funded sectors is preferred.

3. Key Competencies

- Exceptional critical thinking and analytical skills.
- Strong financial stewardship and commitment to accountability.
- Demonstrates integrity, transparency, and sound professional judgment.
- Process improvement and continuous improvement mindset.
- Strong problem-solving and investigative abilities.



- Ability to manage competing priorities and navigate complex situations.
- Strong interpersonal and relationship-building skills.
- Effective communication skills with both financial and non-financial audiences.
- Change management and staff coaching capabilities.
- Leadership through collaboration.
- Attention to detail and commitment to accuracy.
- Client-centered approach balanced with strong financial controls.

4. Work Conditions

- Regular interaction with staff, management, clients, family members, government representatives, and external stakeholders.
- Extended periods of sitting.
- Operation of desktop computer and peripherals.
- Occasional overtime as required.
- Working in a busy multi-person office environment.
- Ability to manage sensitive and confidential financial information.
- No vacation between the week after March break and the completion of the audit in May

POSITION RESPONSIBILITIES

1. Client Funds Management

- Provide overall financial leadership and oversight for all client funds administered by the organization.
- Ensure client funds are managed in accordance with funding agreements, organizational policies, legislative requirements, and best practices.
- Develop, document, implement, and maintain robust financial controls and operating procedures related to client fund administration.
- Monitor fund activity and ensure transactions are complete, accurate, appropriately authorized, and fully supported.
- Review and approve complex client fund transactions and adjustments.
- Ensure the integrity, accuracy, and completeness of client financial records.
- Establish and maintain clear audit trails and supporting documentation.

2. Financial Reporting and Reconciliation

- Lead the preparation, review, and distribution of client statements and financial reports.
- Work collaboratively with Case Workers and families to ensure financial reporting meets the needs of clients and funding requirements.
- Ensure accurate and timely reconciliation of client fund records, sub-ledgers, bank accounts, and general ledger accounts.
- Investigate historical discrepancies and resolve outstanding issues.
- Identify trends, anomalies, and financial risks through ongoing analysis and monitoring.
- Prepare financial reports and supporting documentation for government funders, management, auditors, and other stakeholders as required.
- Support year-end activities and audit requirements related to client funds.

3. Process Improvement and Systems Implementation

- Assess existing client fund management practices and identify opportunities for improvement.
- Lead the implementation and optimization of client fund management processes within Microsoft Dynamics Business Central.
- Partner with all collaborating operational teams to design, document, and maintain standardized client trust workflows, SOPs, controls, and reporting tools, ensuring strong financial accountability, streamlined processes, and continuous cross-departmental operational redundancy.
- Establish key performance indicators and monitoring mechanisms to support ongoing process effectiveness.
- Promote a culture of continuous improvement and operational excellence.

4. Collaboration and Stakeholder Support

- Collaborate closely with Finance Team members, Case Workers, Program Leadership, and other stakeholders.
- Act as a key resource on client fund administration, financial controls, and reporting requirements.
- Build positive and professional relationships with families, guardians, and external funding agencies.
- Translate complex financial information into clear and understandable language for non-financial audiences.
- Support problem resolution and respond to inquiries related to client fund activity.

5. Leadership, Training and Development

- Provide leadership and subject matter expertise in client fund management.
- Develop training materials, procedures, and reference guides for staff.
- Train and support staff in the use of Business Central and established financial processes.
- Coach employees on financial controls, documentation requirements, and compliance expectations.
- Promote accountability and adherence to organizational policies and established procedures.

6. Compliance and Risk Management

- Maintain compliance with organizational policies, funding agreements and provincial transfer-payment accountability frameworks (e.g., MCCSS directives), regulatory standards set by relevant professional colleges and governing bodies, including COTO, ASLPO, CPBAO, and OAP guidelines, alongside PHIPA/PIPEDA privacy standards and CRA guidelines for registered charities operating client support accounts.
- Identify financial, operational, and reputational risks related to client fund administration.
- Recommend and implement risk mitigation strategies and internal controls.
- Support internal and external audits and respond to audit findings as required.
- Maintain the highest standards of confidentiality, ethical conduct, and fiduciary responsibility.

Standard ConnectWell Employee Responsibilities

As an employee of ConnectWell, this position is responsible for the following:

Administrative

- Preserves confidentiality of all client and employee information and seeks to minimize risk while working with data
- Submits records of time worked and time off in a timely manner
- Maintains and develops professional competence, and where applicable, a professional license to practice, through appropriate continuing education methods (e.g. peer interaction, literature review, conferences, courses, staff development leave, etc.)
- Complies and adheres to all applicable ConnectWell policies and procedures



Organizational Responsibilities

- Respects and values the diversity of the community and individuals
- Supports the organization's student placement programs
- Contributes to the organization's work by participation in activities that seek to strengthen collaborative and interdisciplinary teamwork, such as committees and working groups, strategic planning and accreditation
- Contributes to the organization's practices of hiring, orienting and training of employees
- Participates actively in team meetings
- Consults with and provides support to team members and other ConnectWell employees regarding professional issues
- Participates in the development of policies and procedures by providing feedback in the organization's policy development process
- Works in a manner that incorporates health promotion and recognizes the determinants of health
- Participates in team and individual professional development opportunities

Occupational Health & Safety

This position must also work within the scope of all legislative and ConnectWell Health and Safety policies. In this capacity, the employee:

- Works in a manner that promotes a safe, secure environment, and is compliant with the Duties of Workers under the Ontario Occupational Health & Safety Act (Section 28)
- Must read and follow all ConnectWell Occupational Health & Safety policies
- Works safely in consideration of the following job hazards: noise, workplace violence
- Participates in Occupational health & Safety training as required:
 - AODA
 - WHMIS
 - Employee Safety Training
 - Other (as required)

I _____ have read this job description and understand and accept the responsibilities outlined within. I have also been given a copy of this job description.

Employee Signature

Date

Supervisor Signature

Date