

**Indigenous Women Entrepreneurship (IWE) Program
Business Support Officer (BSO)
Description of Support**

BSO Job Summary:

- Provide quality delivery and administration of the products and services under the Indigenous Women Entrepreneurship (IWE) Program.
- Be the point of contact and support for Indigenous women entrepreneurs (IWEs) approaching the Dehcho Business Development Centre (DBDC) for business services or financing.
- Be responsible for delivering business training and workshops to IWEs to assist them with starting or growing their businesses.
- Be responsible for outreach to Indigenous women in the communities in the Dehcho region.
- Be responsible for assisting IWEs to apply for and access the micro-loan fund, and other loan products offered by the DBDC.

Responsibilities:

BSOs are a dedicated resource responsible for coordinating activities under the IWE Program. The BSO will assist IWEs in navigating the entrepreneurial ecosystem, and their responsibilities will include (but are not limited to) the following:

- **Proposal Writing and Administrative Support** - Provide proposal writing and administrative support to qualified grant and loan recipients, ensuring that new financing opportunities are made available to IWE clients as appropriate.
- **Business Plan Development** - Assist IWE clients and prospective clients in developing business plans. This may involve working with external consultants or supporting clients directly in creating and refining their business plans.
- **Business Coaching** - Provide direct business coaching and advisory services to IWEs. This may involve facilitating additional coaching from other DBDC team members who can offer specialized expertise, based on the unique needs of each client.
- **Workshops and Training** - Assess IWE clients' needs for training, workshops, and peer-to-peer learning opportunities. Facilitate access to relevant learning resources, such as small group learning circles, regional conferences, webinars, and other capacity-building activities.
- **Program Evaluation and Database Management** - Take a lead role in managing the IWE database, ensuring it is up to date and optimized for tracking IWE activities. Produce reports on program activities and outcomes as required, contributing to program evaluation efforts.
- **Small Business Lending Support** - Assist with expanding the number of qualified IWE loan customers by supporting the micro-loan process. This includes managing a portfolio of IWE micro-loan clients and assisting them in applying for financing or other loan products offered by the Dehcho Business Development Centre.

- **Outreach to Indigenous Women Entrepreneurs** - Actively engage with IWEs in the communities served by the Dehcho Business Development Centre to promote the IWE Program, build relationships, and increase awareness about available services and financing options.

General:

- Create an inclusive and supportive environment for Indigenous women entrepreneurs (IWEs), building strong relationships and responding to inquiries in a professional and friendly manner.
- Offer clear information to IWEs and refer them to relevant Dehcho Business Development Centre's programs or other services, ensuring they receive the support they need.
- Actively deliver and administer IWE programs, ensuring that all activities align with program goals and objectives.
- Keep accurate, up-to-date records and files for all IWE clients, ensuring all client information is documented and accessible as required.
- Regularly track IWE projects, ensuring they are on schedule and meeting established objectives. Prepare and submit reports on project progress and outcomes.
- Offer ongoing business support to IWEs, addressing any needs or challenges that arise throughout their entrepreneurial journey.
- Continuously assess IWE activities within the respective program area to ensure they meet quality standards and are aligned with the program's goals.
- Participate in promotional activities, conferences, and meetings that contribute directly to the success of IWE activities and the achievement of program objectives.
- Network and develop relationships within the region, expanding the IWE Program's reach and impact.
- Engage in targeted marketing and outreach efforts to raise awareness of the IWE Program and encourage Indigenous women to participate.
- Provide training and workshops for Indigenous women entrepreneurs to support their business growth and development.
- Undertake additional duties as assigned by the program manager or supervisor to support the success of the IWE Program.
- Participate in staff meetings and collaborate with the team to ensure effective communication and program implementation.

Qualifications

- **Experience:** 3 to 5 years of experience in a related field, such as community economic development, business finance, banking, credit unions, or non-profit organizations, is preferred. Experience in supporting Indigenous women entrepreneurs or similar contexts will be highly valued.
- **Financial Knowledge:** Proven experience with budgeting, financial systems, and procedures, with the ability to assist clients with financial planning and accessing loan products.
- **Education:** A university degree or college diploma in business administration, finance, community economic development, planning, or a related field is preferred. Equivalent experience in banking, lending, or community economic development will also be considered.
- **Indigenous Business & Economic Development:** Experience in Indigenous business development or economic initiatives is an asset, particularly related to supporting Indigenous women entrepreneurs.

- **Cultural Competency:** Strong knowledge and understanding of Indigenous histories, cultures, and the unique challenges faced by Indigenous communities is an asset. Lived experience and/or direct knowledge of Indigenous women's roles in business and economic development will be considered an asset.
- **Government Programs:** Familiarity with government loan, grant, and contribution programs as they relate to Indigenous business development, particularly for Indigenous women, is highly beneficial.

Desirable Qualifications:

- Proven ability to complete and manage loan and contribution program applications efficiently.
- Strong ability to write clearly and concisely, coupled with effective verbal communication skills.
- Understanding of community economic development programs and social finance principles.
- Extensive experience with Microsoft Office Suite (PowerPoint, Excel, Word), web-based databases, and other relevant software.
- Excellent organizational skills, with a focus on delivering results in a customer-focused environment. Strong verbal, written, and interpersonal communication abilities.
- Ability to prioritize customer needs while ensuring timely and accurate results.
- A solid understanding of accounting principles, marketing strategies, and business management practices.

Confidentiality:

Ensures a positive and trustworthy relationship with DBDC IWE clients by safeguarding all transactions and sensitive information received on behalf of the DBDC and/or its employees. Committed to handling confidential client and organizational information with the utmost discretion, in compliance with DBDC confidentiality protocols and legal requirements.

Travel:

Some travel may be required within the Dehcho region for activities such as training, workshops, outreach events, and other engagements. Travel may also be necessary to attend training sessions and workshops organized by NACCA to enhance professional knowledge and skills.

Spending Authority: None

Must have: Valid Driver's License and Vehicle

Reports to: _____

Location: _____

Contract: Full-time ending March 31, 2029

Start date: Immediate

Salary: To be determined by IFI