



## **Project Coordinator – (Refugee Health)**

**Full-Time Temporary position at 1.0 FTE (35 hrs/week). Up to 9 months in duration**  
**Bargaining Unit – UFCW Local 175**

**Parkdale Queen West Community Health Centre** (Parkdale Queen West CHC) is a dynamic, community-based health care organization serving mid-west downtown Toronto. Offering a broad range of services, including primary health care, dental care, harm reduction, health promotion, counselling, and community development programming, we are also committed to serving people who face barriers to healthcare and we strive to reduce these barriers.

### **Position Description**

The Project Coordinator (Refugee Health) is responsible for providing brief effective intake and assessment interviews for new clients by facilitating access for clients to required services in a timely manner and providing information and referral services to clients. The role of the Project Coordinator (Refugee Health) is to deliver effective, client-focused Intake services for PQWCHC by:

- Supporting new or existing service recipients through a holistic lens, to identify needs, determine eligibility for services and level of urgency, set priority status for appointments and maintain waitlists, where applicable.
- Match service users to appropriate services internally to promote and improve social and health functioning; where internal services do not exist and/or are not appropriate for the service users' needs, make external referrals/connections
- Working with internal and external services to ensure effective and efficient delivery of services.

The Client Access Coordinator is accountable to the Primary Care Manager.

### **Specific responsibilities include, but are not limited to:**

- Coordinate all components of the project and new programming based on identified needs under direction of the manager
- Orientation of staff and partners involved in the Refugee Health program
- Work in collaboration with several health and social community partner agencies and initiatives to coordinate and advocate for integrated services for refugees
- Policy and procedure development as required, under direction of manager
- Coordinate evaluation and administrative requirements of funders
- Support proposal development and fundraising activities
- In collaboration with manager, maintain and review program data, identify trends and areas of need
- Collaborate with team clinicians to provide integrated services for refugees
- Coordinate local evaluation design in order to demonstrate project and service outcomes and impact
- Work with manager to complete and submit funder evaluation reports
- Work with manager to implement program changes as appropriate based on evaluation result

*PQWCHC is committed to the principles of access and equity. PQWCHC is committed to reflecting the diversity of the communities it serves and we encourage applicants who reflect Toronto's indigenous, LGBTQ2, racial, and cultural diversity. We welcome and encourage applications from all qualified candidates, including people with disabilities. Accommodations are available on request. Parkdale Queen West CHC is in full compliance of the Ontario Human Rights Code and does not discriminate on the ground of records of offenses.*



**Skills and Qualifications:**

1. Undergraduate degree in Social or Health Sciences, or equivalent experience.
2. A minimum of 5 years' post-graduate experience in a relevant field, ideally working with newcomer, refugee and asylum seeking populations
3. A minimum of 4 years' experience with and comprehensive knowledge of the issues pertaining to poverty, migration, families struggling with isolation & settlement issues, and family violence from a feminist and anti-oppressive framework.
4. Knowledge of report writing, as well as basic data analytics principles.
5. Demonstrated project management and partnership skills.
6. Experience managing project budgets is an asset.
7. Demonstrated experience with project development, implementation and evaluation.
8. Proficient in Microsoft Office (Excel, Word, Outlook, PowerPoint, internet browsing).
9. Fluency in a language that is relevant in the Parkdale Queen West community, in addition to English, is a definite asset.
10. Excellent interpersonal skills with the ability to function both as a team player and independently.
11. Strong problem solving and organizational skills.
12. Excellent written and communication skills.
13. Must be available to work flexible shifts throughout the week and some evenings.
14. Candidates for this position must complete a vulnerable sector police check.

Also responsible for working in a manner that:

1. Preserves confidentiality and seeks to minimize risk.
2. Operates with professionalism, integrity and sound judgement.
3. Respects and values equity, inclusiveness and diversity of communities and individuals.
4. Reflects PQWCHC's Mission, Values and Service Delivery Approach.
5. Follows PQWCHC's policies and procedures.
6. Employs principles and objectives of harm reduction, social justice, and community development.
7. Communicates clearly, listens accurately, is open to feedback, handles conflict appropriately, and displays sensitivity to others.
8. Participates in PQWCHC's commitment to becoming a discrimination-free health centre.

**Compensation:** \$58,453 to \$71,218 plus HOOPP (Healthcare of Ontario Pension Plan) option.

If you are interested in joining in a creative and dedicated team to, we want to hear from you! Applicants, please send your resume and cover letter **in a single document** (MS Word or PDF format only). Please apply using the form at the bottom of the PQWCHC employment page: <https://pqwchc.org/contact/employment/>

**[Job ID: 2025-037](#)**

Please also note that the successful candidate will be required to provide a police vulnerable sector check as a condition of employment, however strong consideration is made to the type of offense. Employment is conditional upon having had a full series of COVID-19 vaccinations (2 doses, plus booster within 6-12 months) 14 days before starting employment.

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