PARKDALE QUEEN WEST Community Health Centre

JOB POSTING
Full Time Regular Position
Outreach Services/Sheltering Sites
Job ID: 2026-123

Client Support Worker – LAUNCH

Full-Time Regular Position (35 hours/week), Bargaining Unit - UFCW Local 175

Parkdale Queen West Community Health Centre (Parkdale Queen West CHC) is a dynamic, community-based health care organization that has historically served mid-west downtown Toronto, and now provides outreach services to across the entire city. 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 health care, and we strive to reduce these barriers. PQWCHC is a multi-sited organization.

The LAUNCH Client Support Worker (CSW) is primarily responsible for program administrative support and direct client task-based work in a short-term capacity. CSWs collaborate with team members including Overdose Prevention Support Workers, Harm Reduction Coordinators, and program management to ensure provision of high-quality harm reduction support to carry out project objectives. CSWs are expected to build rapport with shelter clients and respond to short term needs through program referrals. CSWs will lead administrative and inventory support for the LAUNCH initiative and work with the rest of the LAUNCH team in a way that aligns with the operators' policies and procedures.

The role of CSW also includes *in situ* harm reduction support for shelter residents self-isolating as per directions from Toronto Public Health, to prevent COVID transmission within the shelter system. In this capacity, the CSW supports provision of a managed alcohol program (MAP), as well as reconciliation of shelter residents' medications, to prevent acute withdrawal. CSWs will be required to mobilize around COVID response should the need to uplift a new fixed isolation site(s) emerge. This position may require flexibility to work late evenings, overnights, and weekends.

General Responsibilities:

Maintain an atmosphere of respect and safety, engage vulnerable individuals who access mobile harm reduction services and provide brief social and health navigation to enhance client connections. Behavioural de-escalation are common features of the CSW role, and the incumbent will have strong skills in crisis intervention and in providing support while maintaining strong boundaries. The position provides backup to the Overdose Prevention Support Worker and performs a wide range of administrative duties and distribution of harm reduction gear.

Qualifications:

1. You will have an undergraduate degree in a relevant discipline from a recognized university, or some post-secondary education combined with significant experience in health promotion and/or community development
2. Your 3-5 years of experience in a community setting should include demonstrated knowledge of community resources, harm reduction, and supportive counselling
3. Experience/familiarity with drug overdose and first aid response
4. Excellent written and verbal communication skills
5. Extensive advocacy, crisis intervention and prevention, conflict resolution, and negotiation skills
6. Extensive knowledge of various systems that are attached to sheltering clients (CAS, PGT, OW/ODSP, criminal justice system, taxes, immigration, legal, housing, transportation, food security) and capacity to navigate those systems with ease and professionalism.
7. Ability to travel across the City of Toronto
8. Ability to work with multi-disciplinary teams
9. Ability to maintain databases and produce rudimentary reports
10. Proficiency in the use of computers and various software applications
11. Proficiency in a language other than English, as well as personal/lived experience of drug use, homelessness and/or street involvement are assets

Compensation: $55,536 to $65,397 per annum, plus Group Benefits and HOOPP (Health Care of Ontario Pension Plan)

If you are interested in joining in a creative and dedicated team, 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/

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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.

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.