



Case Manager – Primary Care and Harm Reduction (PCHR)

**Full-Time Regular Position at 1.0 FTE (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 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 health care, and we strive to reduce these barriers. PQWCHC is a multi-sited organization.

General Responsibilities: We are currently seeking a Case Manager to work in our Primary Care and Harm Reduction (PCHR) team. The PCHR Case Manager provides short term intensive case management to harm reduction clients registered with the PCHR team. This Case Manager position will work with clients on acute social needs and formulate a client centred case management plan to address immediate needs within a short-term timeline. The case manager would work with the larger team and provide case advocacy, crisis support and referrals.

This position also requires some community development work with clients, staff, and other organizations to develop or strengthen the appropriate resources and policies for this population. This position works collaboratively with the Clinical team and the Safer Consumption Services (SCS) team and works across sites (Queen West and Parkdale).

Specific Responsibilities:

- Provide client-centered case management and coordination of services to overcome barriers to services and to promote an equitable treatment for people who use drugs.
- Works closely with the PCHR Nurse Practitioner to provide immediate crisis support and case management to ensure appropriate navigation and access to services.
- Facilitate access to service and individual advocacy for clients regarding issues such as housing, income support, food and clothing, health, employment, and legal services.
- Develop comprehensive case planning and service co-ordination.
- Organize peer accompaniment for clients, when/where needed.
- Maintain timely and appropriate written and electronic client records, reports, and correspondence.
- Liaise with community agencies and institutions regarding issues relevant to client needs.
- Practice within guidelines of appropriate protocols and policies as required by the Centre.
- Participate in the overall activities of the Health Centre, e.g., in-service training, committees, special events, shared staff responsibilities.

Qualifications:

- Undergraduate or graduate degree in the relevant discipline from a recognized university.
- Three to five years of working experience with individuals and groups who have concurrent mental health and substance use issues, who have faced or are at risk of homelessness, criminal justice involvement, etc. preferably in a community health setting.
- Three to five years of case management; preferably in a community health setting.
- Proficiency in current assessment, psychosocial and single session counseling techniques that are trauma-informed and strength-resiliency-based.
- Demonstrated ability to work with multi-disciplinary teams.
- Proficiency in the use of computers and various software applications.

Compensation: \$67,572 to \$78,974 per annum plus Group Benefits and Healthcare of Ontario Pension Plan (HOOPP) 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: 2024-078](#)

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) 14 days before starting employment.