

Case Manager – Supportive Partnerships and Navigation (SPAN)

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

Parkdale Queen West Community Health Centre (PQWCHC) 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.

We are seeking an experienced Case Manager who share our passion for making a difference; you see this role as an opportunity to take the next step in your successful career while contributing to a vision of ***Inclusive Communities. Responsive Healthcare. Healthier Lives.***

Reporting to the Harm Reduction Manager the SPAN Case Manager (CM) is a senior level harm reduction role responsible for on-going focused psycho-social work for individuals with complex social needs who experience high levels of marginalization. The CM is expected to increase linkages to appropriate Harm Reduction and substance use clinical care for individuals with complex substance use disorders who are reliant on street supply. The CM role will provide high quality service delivery to meet the funded project deliverables. CMs are expected to lead the psycho-social client planning with Management and Peer – SPAN workers to identify and delegate tasks to the appropriate wraparound care/role.

General Responsibilities:

The CM role is required to build rapport with clients and collaborate with community and clinical care teams; increasing connectivity to health and social care through comprehensive mobile Harm Reduction Case management. The CM will provide time-limited and focused care to support and improve access to safer supply alternatives and Harm Reduction Clinical Care for clients. The CM will conduct thorough assessments, coordinate care and follow-up, facilitate community integration, provide system advocacy and linking to long-term supports, where appropriate. This position also entails collaborative partnership work to ensure rapid integration of critical health services during this period of transition. You will monitor, modify and strengthen support networks and empower client's self-determination to ensure that the clients and network can function sustainably and independently after final transfer of care.

Qualifications:

- Undergraduate or graduate degree in the relevant discipline from a recognized university.
- 3-5 years of case management experience working with individuals and groups who have concurrent mental health and substance use issues including people who inject illicit drugs, who have faced or are at risk of homelessness and criminal justice involvement
- 3-5 years working with people who use drugs, racialized populations, Indigenous peoples, people who engage in sex work, prisoners/ex-prisoners, people with mental health challenges, and people who have experienced trauma
- Proficiency in completing case management assessments, organizing and leading case conferences
- Experience with mentorship and delivering training
- Extensive knowledge of referral pathways for internal and external resources
- Extensive advocacy, crisis intervention and prevention, conflict resolution, and negotiation skills
- Extensive knowledge of various systems; such as CTS's, SOS, RAAM, CAS, PGT, OW/ODSP, criminal justice system, taxes, immigration, legal, housing, transportation, food security and capacity to navigate those systems with ease and professionalism
- Proficiency in current assessment, psychosocial and brief counseling techniques that are trauma-informed and strength-resiliency-based
- Demonstrated ability to work with multi-disciplinary teams
- Excellent written and oral communication skills
- Proficiency in the use of computers and various software applications

Compensation: \$69,599 to \$81,343 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 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/>

Posted on December 3, 2025. UFCW members, please apply before 5:00 pm on December 12, 2025

Job ID: 2025-074

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.