PARKDALE QUEEN WEST Community Health Centre

**INTERNAL POSTING**
**2 Full Time Regular Position**
**Job ID: 2026-128**

# Client Support Worker

**Two (2) Full-Time Regular Position, at 1.0 FTE (35 hours/week) Bargaining Unit – UFCW – Local 175**
**Position Status: Replacement for existing position**

**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:** The Client Support Worker works in a team with other client support workers and staff within the Homeless and Harm Reduction team on the first floor of the Health Centre. This position is responsible for maintaining an atmosphere of respect and safety in the front lobby of the health centre. Working primarily with the most vulnerable individuals, the worker ensures that clients can access programs and services, are assisted in using the health centre facilities and outside resources appropriately and are provided with support and crisis intervention strategies when displaying volatile, disrespectful or dangerous behaviours. This position will require working from multiple locations based on the organization's operational needs.

**Reporting Manager:** Manager of Urban Health - Harm Reduction Services

**Specific Responsibilities:**

- Acts as the first point of contact at the Centre, works with clients to assess needs and provides brief counselling, referrals and information
- Advocates for clients regarding entitlements including access to ID, social assistance, health care services etc.
- Daily or frequent engagement with the clients around the exterior of the building
- Provides and manages material support such as clothing, harm reduction supplies, toiletries and water.
- Contributes to case conferences, program planning and evaluation, and liaises with Centre staff and partner agencies to meet client's needs
- Contributes to the maintenance of a safe, welcoming and informative environment in the lobby and at front and side of the building
- Performs some scheduling duties, and completes administrative duties including completion of service statistics and other duties as required
- Provides backup to the Intake Worker and staffs monthly ID clinic
- Working hours consist of 8-hour shifts scheduled on a rotational basis from Monday to Thursday, between 8:00 a.m. and 8:00 p.m., based on organizational needs. Friday hours are 9:00 a.m. to 5:00 p.m
- Perform additional duties and responsibilities as assigned by the Manager

**Qualifications:**

- Experience working with marginalized populations, including homeless and street-involved people, current and former drug users, sex workers and youth
- Has knowledge of mental health issues, substance use, and the impacts of experiences such as colonization, violence and trauma on individuals and communities
- Undergraduate degree in a relevant discipline from a recognized university or significant experience in health promotion and/or community development
- Three to five years relevant experience in a community setting, including knowledge of community resources, harm reduction and experience with short term counselling
- Demonstrated excellence in crisis intervention and administrative skills
- Experience in program development, implementation, monitoring and evaluation
- Proficiency in the use of computer, Microsoft suite and other software an asset
- Experience with anti-discriminatory and anti-oppressive practices
- Personal/lived experience of drug use, homelessness, and/or street involvement is a desirable asset
- Proficiency in language(s) other than English is considered an asset
- Excellent communication skills

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

If you are interested in joining in a creative and dedicated team, we want to hear from you! 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 October 23, 2026. UFCW members, please apply before 5:00 pm on November 5, 2026**

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*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.*