

## **Client Support Worker**

**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:**

The Client Support Worker works within the Homeless and Harm Reduction team, and reports to the Manager, Urban Health, Harm Reduction Services. This position works out of our front desk on the first floor and the perimeter of the Health Centre and is responsible for maintaining an atmosphere of respect and safety, the Client Support Worker engages primarily with the most vulnerable individuals who access our services, including those who experience homelessness, poverty, mental health challenges, sex workers, and people who use drugs. To do this effectively, our Client Support Workers have knowledge and appreciation of the impacts of colonization, violence, and trauma on individuals and communities. While this is not a case management position, the Client Support Worker assists clients in navigating the centre and its programs and services and on occasion provides support in accessing outside resources. Behavioural de-escalation is an almost daily feature of the role both inside the building and in the immediate perimeter, and the incumbent will have strong skills in crisis intervention, in developing rapport with clients, and in providing support while maintaining strong boundaries. The position provides backup to the Intake Worker and performs some scheduling/administrative duties. **Majority of work will be based at the Queen West site and the position may be expected to work across sites.**

The successful candidate 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. Your 3-5 years of experience in a community setting should include demonstrated knowledge of community resources, harm reduction, and supportive counselling. 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 (Healthcare of Ontario Pension Plan).

If you are interested in joining in a creative and dedicated team to, 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 May 22, 2025. UFCW members, please apply before 5:00 pm on June 2, 2025](#)**

**[Job ID: 2025-030](#)**