



**PARKDALE  
QUEEN WEST**  
Community  
Health Centre

**PARKDALE QUEEN WEST COMMUNITY HEALTH CENTRE – QUEEN WEST SITE**  
**Client Support Worker – Internal/External Posting**  
**0.6 FTE – Temporary 6 month contract (With possibility of extension)**

Parkdale Queen West CHC is a non-profit registered charity, community-based health organization committed to improving the health of community members, particularly those at risk for poverty and discrimination. Our multi-disciplinary approach includes the provision of primary health/dental care, counselling, harm reduction, community development, advocacy, and innovative partnerships with other organizations. Parkdale Queen West is a leader in the development of inner-city health services focusing on the needs of homeless and street involved adults and youth, families, children and individuals living in the catchment area. Parkdale Queen West is a pro-choice and LGBTTQ and 2-Spirit -positive organization committed to employment equity and anti-discrimination. Our facilities are fully accessible.

**GENERAL RESPONSIBILITIES**

The Client Support Worker works in a team with other client support workers and staff within the Urban Health/Homeless and Harm Reduction team. This position is responsible for maintaining an atmosphere of respect and safety in the front lobby and reception areas of the health Centre. Working primarily with the most vulnerable individuals, the worker ensures that clients are able to 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.

**Responsibilities:**

- 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.
- Provides and manages material supports 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 needs
- Contributes to the maintenance of a safe, welcoming and informative environment in the lobby, reception areas and in the front and side of the building
- Provides some scheduling duties, and completes administrative duties including completion of service statistics
- Provides support to Harm Reduction Workers and backup for the Intake Worker and staffs monthly ID clinic
- Other duties as required

**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

**Accountable to:** Director of Urban Health Services

Please note that this is a UFCW Local 175 bargaining unit position. The successful candidate will demonstrate a willingness to participate in Parkdale Queen West's commitment to becoming a discrimination-free health centre and an ability to work interdependently and respectfully in a multi-disciplinary team. Languages other than English are an asset. To better represent the communities we serve, applications from members of Aboriginal peoples, racial or cultural minority groups, people with disabilities and LGBTTQ and 2 spirit communities are encouraged to apply. Parkdale Queen West is committed to providing accommodations for people with disabilities. If you require an accommodation, we will work with you to meet your needs.

**Salary range: \$49,066 to \$57,779 (to be pro-rated to FTE).**

**Please note this is a contract bargaining unit position within UFCW Local 175.**

**Please forward your cover letter and resume by 5:00 pm Wednesday, January 16<sup>th</sup> 2019 to:**

**Hiring Committee**

**E-Mail: [hiring@ctchc.com](mailto: hiring@ctchc.com)**

**Subject Line: CTCHC Job # CH 14**

**Parkdale Queen West Community Health Centres**

**168 Bathurst Street, Toronto ON M5V 2R4**

***We regret that only those to be interviewed will be contacted.***