



Family Support and Outreach Worker

1 (one) Full-Time Permanent Position, 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 Family Support and Outreach Worker provides support to multi stressed families in the prenatal period and with young children 0-6 years of age who are participating in the Parkdale Parents Primary Prevention Project (5Ps) in the form of group programming, information and referral, advocacy, outreach emotional support and access to instrumental and community resources.

The Family Support and Outreach Worker works collaboratively with the larger 5ps team in order to plan and implement formal and informal programs for parents and young children that are responsive to the needs of the community. Flexibility, collaboration, and teamwork are key aspects of the role. **Majority of work will be based at the Satellite site and the position may be expected to work across sites.**

Reporting Manager: Admin Supervisor, Health Promotion and is based out of the Satellite office, located at 27 Roncesvalles Avenue.

Specific responsibilities include, but are not limited to:

- Plan and facilitate prenatal and early parenting information sessions with partnering agencies based on best practices.
- Conduct formal intake tool and risk assessment forms with all new program participants and provide appropriate internal and external referrals (e.g. connect participants with ~~Public Health~~ an internal Dietitian to support their nutritional needs) and linking to appropriate resources.
- Create and strengthen links with other community health and social programs in Parkdale and GTA.
- Perform ~~ongoing~~ outreach to potential program participants and agencies in the Parkdale community as needed (through community partners, in local businesses and building residences, at local events, doctors' offices, information tables and community gatherings).
- Conduct client follow up by phone or in person both during and outside of regular program hours in collaboration with other 5Ps team members and client's circle of care.
- Foster activities and connections that build bridges among program participants who share similar concerns, interests, languages and cultures.
- Plan special events in collaboration with the Project Coordinator, other team members and community partners.
- Collect and record data and stats in a timely manner and ensure appropriate and timely record keeping of client files.

Qualifications:

- Post-secondary education in social or health sciences, early childhood education diploma or social service worker or a combination of some post-secondary education and experience in an equivalent field.
- Three to five years work experience in a non-profit or community health centre environment a definite asset
- Minimum of three years experience in planning and implementing prenatal and parenting programs and workshops and working directly with families and children from birth to age 6.

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.



JOB POSTING

1.0 FTE – Full Time Permanent Position
Satellite Site (Roncesvalles)
Job ID : 2026- 106

- Extensive knowledge of infant and child development and parenting issues.
- Excellent interpersonal skills with the ability to function both as a team player and independently
- Experience working in community collaborative initiatives.
- Food handling certification is preferred.
- Understanding and knowledge of issues facing families struggling with low income, unemployment, isolation, being new to Canada, and family violence.
- Experience working in a feminist, anti-oppression framework.
- Multi-lingual language skills an asset.
- Ability to demonstrate a nonjudgmental attitude and ability to treat people respectfully regardless of their choices.
- Proficiency in the use of computers and various software applications, particularly Excel and other Office 365 applications.
- Demonstrated understanding and application of principles of Access and Equity.

Compensation: \$55,536 to \$65,397 per annum with Healthcare of Ontario Pension Plan (HOOPP)

If you are interested in joining in a creative and dedicated team, 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/>

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.