



## **Intake Case Manager**

**1 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. We are seeking an experienced Case Manager who shares 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.**

### **General Responsibilities:**

The Intake Case Manager is responsible for providing brief effective intake and assessment interviews to connect new and existing service users to case management and other relevant services, internally and externally, in a timely manner. The role of the Intake Case Manager is to provide holistic intake and care coordination services for PQWCHC by:

- Supporting new or existing service recipients through a holistic lens, to identify needs, determine eligibility for services and level of urgency, set priority status for appointments and maintain waitlists, where applicable.
- Matching service users to appropriate services internally to promote and improve social and health functioning; where internal services do not exist and/or are not appropriate for the service users' needs, make external referrals/connections
- Working with internal and external services to ensure effective and efficient delivery of services.
- Create reports and make recommendations for service needs based on gaps identified internally and externally

### **Specific Responsibilities:**

- Provides in-person and virtual service screening and assessment of needs for new and existing service users; supports transitions for existing service users between care providers and/or services.
- Assesses individuals' eligibility for service(s) and determines which internal services may be most relevant based on care plan.
- Prioritizes clients' access to services; refers eligible clients to most appropriate services in the organization.
- Provides referrals for service for those requiring services not provided by PQWCHC, as appropriate.
- Ensures that clients are aware of privacy, confidentiality, respect and client rights and responsibilities policies of PQWCHC.
- Responsible for completing Client Registration including Service Agreement, Socio Demographics information, Email Consent.
- Responsible for reviewing with new clients the PQWCHC Client Booklet (services offered by the Health Centre, Groups and Programs), what the client can expect from PQWCHC and what PQW expects from clients in terms of their conduct at the centre.
- Responsible for documentation and reviewing utilization of services regularly; highlight when waitlists are created and notify supervisor or delegate when identified thresholds are being reached.
- Provide client-centered case management and coordination of services internally and externally through the lens of individual empowerment and sustainable independence
- Work as a member of an interprofessional team; share information about new services as they become available, along with current status of referrals, waitlists, etc.

*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.*



**Skills and Qualifications:**

- Undergraduate degree in a relevant discipline from a recognized university or combination or significant experience in health promotion and / or community development.
- Strong understanding of case management practices; knowledge and skills in navigating healthcare and social service systems
- Experience working in an interdisciplinary team environment.
- Experience in crisis de-escalation.
- Effective assessment, interviewing, relationship building and problem-solving skills.
- Knowledge of community resources that serve PQWCHCs priority client groups.
- Two to three years' relevant experience in a community setting.
- Proficiency in the use of Microsoft applications; knowledge of PSS an asset.
- Good administrative, time management and communication skills
- Proficiency in language (s) other than English is an asset.

**Work environment and physical/mental/cognitive requirements:**

- Work is conducted in community health centre environments as well as during visits to partner locations
- Ability to focus in environments with occasional loud noises and other sensory stimulation
- Ability to balance all job requirements in a busy atmosphere, including responding promptly to all communication
- Frequent standing for extended periods of time and occasional lifting may be required
- Ability to regulate emotions and maintain professional boundaries
- Extended periods of time sitting or standing stationary in front of a monitor while keyboarding
- Frequently required to deal with deadlines and schedules that may change without notice, and unanticipated priorities

**Compensation:** \$67,572 to \$78,974 per annum, plus Group Benefits and HOOPP (Health Care of Ontario Pension Plan)

If you are interested in joining 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 June 5, 2025. UFCW members, please apply before 5:00 pm on June 16, 2025**

**Job ID: 2025-032**