

Intake Worker

Full-Time Regular position, 1.0 FTE (35 hours/week), Bargaining Unit – UFCW Local 175

Parkdale Queen West Community Health Centre 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 programs. 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:

Reporting to the Supervisor, Primary Care Administration, the Intake Worker is responsible for delivering effective client focused services by carrying out the following responsibilities in All Sites.

- Providing initial face to face service screening and limited assessment of initial needs of individual referred for health care services.
- Providing brief counseling, crisis intervention as required and/or appropriate.
- Assessing client's eligibility for service(s) and potential needs for additional services.
- Referring eligible clients to most appropriate health care services in the organization.
- Providing referrals for services which are not provided by Parkdale Queen West CHC as appropriate.
- Ensuring that clients are aware of privacy, confidentiality, respect and client's rights & responsibilities policies of Parkdale Queen West CHC.
- Completes the social demographic information for client's health record.
- Provides client support work on a weekly basis and orients client support workers to provide intake back up

Qualifications:

- Undergraduate degree in a relevant discipline from a recognized university or significant work experience in a relevant setting.
- Experience in working in an interdisciplinary team environment.
- Experience in assessment, crisis intervention.
- Effective assessment, interviewing, relationship building and problem-solving skills.
- Knowledge of community resources that serve Parkdale Queen West CHC priority client groups.
- Three to five years of relevant experience in a community setting.
- Proficiency in the use of computers and various software applications.
- Good administrative, time management and communication skills
- Proficiency in language (s) other than English is an asset.
- Personal / lived experience of drug use, homelessness, and/or street involvement is a desirable asset.

Compensation: \$55,536 - \$65,397 per annum plus Group Benefits and HOOPP (Health Care of Ontario Pension Plan)

If you are interested in joining 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 July 24, 2025. UFCW members, please apply before 5:00 pm on August 4, 2025](#)

[Job ID: 2025-047](#)