

Mobile Support Worker – Primary Care

One (1) Full-time Regular Position at 1.0 FTE (35 hrs/week)- Bargaining Unit – UFCW Local 175

Position Status: Newly created position in our organization

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.

The Mobile Health Clinic (MHC) is part of the Primary Care team at Parkdale Queen West Community Health Centre (PQWCHC) where staff are able to deliver care through outreach and partnerships. Mobile Support Worker is primarily responsible for program administrative support and direct client task-based work in a short-term capacity. The Mobile Support Worker collaborates with the Primary Care Coordinator, and primary care team members including primary care providers, nursing, case management, etc. and program management to ensure provision of high-quality service and care. The Mobile Support Worker is also often the first person a client sees when accessing care at the van. They are expected to build rapport with clients and respond to short term needs as clients present. They will lead administrative and inventory support for the MHC and work with the rest of the team in a way that aligns with the policies and procedures. The Mobile Support Worker serves as a welcoming face and the first point of contact for individuals accessing support at the Mobile Health Clinic.

The role of Mobile Support Worker includes driving the Mobile Health Clinic vehicle and other vehicle-specific tasks such as diesel fuel fill-ups, bringing the van in for regular maintenance and when in need of service or repair.

This position will involve flexible work hours and locations; on occasion, weekend work may be required based on operational needs.

General Responsibilities:

- Assist with service set up, engage with clients and support with registration
- Drive the outreach van safely and responsibly, following traffic laws
- Provide and maintain material supports such as personal care supplies, sterile supplies, Naloxone, water and snacks
- Contribute to program planning and liaise with staff at partner agencies
- Conduct daily vehicle checks, maintain cleanliness of van, and basic inventory tracking
- Complete brief documentation of stops, interactions, and supply usage
- Perform some scheduling duties, and complete administrative duties including completion of service statistics and other duties as required
- Working hours are flexible and some evening and weekend work is required
- Participate in training and ongoing learning opportunities
- Attend team and staff meetings, as required
- Complete other duties as assigned

Qualifications:

- 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
- At least 3 years of experience in a community setting which should include demonstrated knowledge of community resources, harm reduction, and supportive counselling with a non-judgemental, trauma-informed approach
- Experience/familiarity with drug overdose response
- Must be comfortable being around, discussing and working with people who use or have used drugs and compassionate about the barriers faced by people who use drugs.
- Thorough knowledge or willingness to learn about hepatitis C
- Strong advocacy, crisis intervention and prevention and, conflict resolution skills
- A valid full G license is required, along with acceptable driving record (no major traffic violations, at fault accidents or license suspensions in the last 6 years)
- Comfortable driving a large van (training provided if needed)
- A 3-year uncertified driver's record containing driver and license details, list of conviction information (if applicable), any demerit points, and suspensions.
- Ability to lift 40 lbs and handle physical tasks
- Ability to work with multi-disciplinary teams
- Ability to work independently and take initiative in a dynamic environment
- Ability to maintain databases and produce rudimentary reports
- Proficiency in the use of computers and various software applications
- Proficiency in a language other than English, as well as personal/lived experience of drug use, homelessness and/or street involvement are assets
- Excellent written and verbal communication skills
- Clear vulnerable sector check

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.



INTERNAL POSTING

Full-Time Regular Position

Job ID: 2026-125

Compensation: \$55,536 to \$65,397 per annum, plus Group Benefits and 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/>

Posted on October 14, 2026. UFCW members, please apply before 5:00 pm on October 23, 2026.

Job ID: 2026-125