

Overdose Prevention Support Worker – HART Hub

One (1) Full-Time Regular Positions (35 hours/week), Bargaining Unit - UFCW Local 175

Parkdale Queen West Community Health Centre (PQWCHC) is a dynamic, community-based health care organization that has historically served mid-west downtown Toronto, and now provides outreach services to across the entire city. 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.

We are seeking experienced Overdose Prevention Support Workers who share 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.**

The Hart Hub Mobile Overdose Prevention Support Worker (OPSW) is responsible for overdose prevention training, education and overdose response around the Queen West neighbourhood and catchment area. OPSWs are expected to collaborate with other HART Hub colleagues, including program management, to ensure lifesaving supports and connections to care are delivered in a manner that provides high quality service delivery. OPSWs are expected to build rapport with clients in the community, respond to overdose emergencies and provide follow-up linkage to care and overdose prevention support.

Reporting to the HART Hub Manager, the OPSW is part of the HART HUB services which will work closely with mental health, substance use care (continuum of treatment, recovery, harm reduction), and health promotion teams to ensure cross-team and cross-site collaboration. The OPSW will work with the team to contribute to the growth and development of the HART Hub program which will include the development of processes and pathways for HART Hub clients.

General Responsibilities:

- Operate in a mobile capacity by preforming scheduled outreach in and around the Queen West Neighbourhood and greater catchment area to provide emergency overdose response and connection support for people who use drugs
- Participates in overdose response for clients, initiates emergency responses as necessary, provides after care support and leads debriefing after overdose incidents
- Provides overdose prevention education, training to clients and linkage to social care and clinical addictions supports
- Supports crisis prevention and de-escalation when needed
- Provides case advocacy to ensure that the client receives the community supports and health and social services to which they are entitled, including client-centered coordination of services to overcome barriers to services and to promote equitable treatment for people who use drugs
- Liaise to identify gaps in services, required services and emergent client needs and develop promote the introduction of revised or new services
- Contributes to PQWCHC's activities to collect, analyze and report on data, and participates in research and knowledge/exchange/transfer activities as applicable

Qualifications:

1. At least 1 year of experience working in a substance use care program and/or a community setting, working with homeless and marginalized populations, including people who inject illicit drugs.
2. Experience with overdose prevention and response, and training in/experience with Naloxone administration
3. Confident in asserting and maintaining strong boundaries
4. Substantial knowledge of drug use, specifically injection drug use, acquired through a combination of work experience, lived experience and/or education or training
5. Familiar with community services and resources
6. Excellent verbal communication skills
7. Crisis intervention and prevention, conflict resolution and negotiation skills
8. Proficiency in one or more languages other than English is an asset

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

If you are interested in joining in 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 July 28, 2025. UFCW members, please apply before 5:00 pm on August 6, 2025
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