

Project Manager – Homelessness Program Collaborative

Full-Time Regular Position (37.5 hours/week)

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.

Reporting to the Health Services for People Experiencing Homelessness Program (henceforth the “Program”) Leadership Table, the Project Manager, Homelessness Program will provide strategic and operational support to the Leadership Table to support a systems-level approach to the homelessness sector across all delivery partners. The Project Manager will work with the direction of the Homelessness Initiative Leadership Table (Representation across Parkdale Queen West CHC, Inner City Health Associates, The Neighbourhood Group, LOFT/The Access Point, Fred Victor, and Cota) to facilitate and oversee the collaborative development, implementation, administration, and evaluation of Homelessness Program efforts and ensure high quality outcomes for people experiencing homelessness in Toronto.

The Initiative is intended to connect more individuals to health care services where people need it most and address system gaps in the homelessness sector by providing access to essential outreach, support, and connection to necessary services for those experiencing homelessness.

The Project Manager position will fall as a direct report to the Director or Harm Reduction while employed at PQWCHC but the work will be accountable to the Health Services for People Experiencing Homelessness Program Leadership Table.

General Responsibilities:

- Support oversight structure of the Leadership Table inclusive of all delivery partner representatives by using collaborative approaches and leveraging community expertise and environmental scan findings
- Spearhead the creation of a work plan aimed at enhancing collaboration and coordination across service streams and delivery partners, ensuring projects and activities support the Program’s objectives
- Identify, lead, and coordinate Program projects which emphasize cross-stream collaboration and shared delivery of services
- Monitor delivery of program objectives against workplan, overseeing strategic planning, service model documentation, and the maintenance of an effective governance structure
- Lead the ongoing development of the Leadership Table and Program, including exploring new avenues for connection and reviewing and/or the creation of structures, policies, agreements etc. as required
- Hold discussion to understand the appropriate way to respect and support Indigenous-led providers supporting people experiencing homelessness (especially Indigenous individuals)
- Coordinate activities aiming to measure impact and efficacy of the services provided. Identify annual Key Performance Indicators (KPIs) and facilitate the sharing of learnings and good practices, across networks and regions
- Represent in consultation as appropriate the interests of the Leadership Table and Program at relevant local, regional, and provincial tables addressing homelessness
- Ensure effective communication strategies are in place for both internal and external stakeholders.
- Strong initiative and excellent organizational skills and attention to detail, with the ability to work in a high-volume, high-stress environment, while delivering projects under tight deadlines with minimal supervision
- Excellent analytical and critical thinking skills including considerable experience preparing written reports on complex evaluation projects, delivering presentations, and writing plans, procedures, and briefing material;
- Demonstrated ability to apply diversity, equity, accessibility, social determinants of health, and inclusion principles to all areas of work as well as embrace a philosophy of trauma-informed care

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.



Qualifications:

- Post-graduate degree in health, social science, or a related discipline, or a combination of education and relevant experience;
- Minimum of 5 years' experience in health care or social services with project management expertise;
- Strong and demonstrated commitment to, and experience with homelessness
- Strong and demonstrated commitment to working with people who use drugs, harm reduction approaches and crisis management
- Demonstrated experience managing competing priorities and balancing multiple projects with various partners and stakeholders
- Demonstrated experience in change management and project management
- Lived experience of homelessness and/or drug use as an asset
- Exceptional knowledge and demonstrated leadership skills;
- Results-oriented with a commitment to excellence;
- Knowledge of the current issues and trends including familiarity with relevant legislation

Compensation: \$81,401 to \$98,496 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/>

[Job ID: 2024-088](#)

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 COVID-19 vaccination(s) (as per Health Ontario) 14 days before starting employment.