



VOLUNTEER POSITION DESCRIPTION

POSITION TITLE: Client Experience Surveyor Volunteer	SUPERVISOR: Sidiqour Hakeem, Manager, Health Promotion
DATE PREPARED: June 2026	OTHER DIRECTION RECEIVED FROM: Sasha Strong, Health Promoter & Yiman Ng, Health Promoter

Parkdale Queen West Community Health Centre (PQWCHC) is a community-based health service organization in southwest Toronto. We provide essential health services such as primary healthcare, dental care, harm reduction education, counselling, mental health support, health promotion, wellness group programming, and more.

POSITION SUMMARY:

PQWCHC conducts an annual Client Experience Survey to gather meaningful feedback from clients about their experiences accessing our services and the quality of care they receive. Client Experience Surveyor Volunteers play a vital role in this process by helping us achieve a strong response rate, which in turn supports our ongoing quality improvement and client engagement efforts.

REQUIREMENTS:

- Comfortable interacting with people of diverse backgrounds, living with mental health and/or substance use issues, affected by poverty, under-housing, and other related concerns
- Strong interpersonal and communication skills; friendly, approachable, and patient
- Computer literacy and proficiency; familiarity with inputting information into electronic databases is an asset
- Reliable and able to volunteer onsite during survey periods
- Interested in supporting community health and service improvement
- Commitment to principles of social justice, anti-oppression, anti-racism, equity and inclusion

RESPONSIBILITIES:

- Engage with clients onsite in a friendly, respectful manner
- Invite clients to participate in the Client Experience Survey
- Provide basic guidance on completing the survey
- Help clients who need assistance with filling out surveys
- Help ensure a strong response rate to support accurate and useful feedback
- Enter paper-copy survey information into the electronic database (training will be provided if needed)
- Share feedback from clients' interactions and experiences with completing surveys, as needed

Availability required: Weekdays • 4-hour shifts • During the hours of 10am – 4:30pm

Location: 1229 Queen St. West & 168 Bathurst St.

Interested candidates can contact Tricia Williams: twilliams@pqwchc.ca