



The Parkdale Activity-Recreation Centre:
"A community where people rebuild their lives."

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Registered Charity: 129678231RR0001

Job Posting

<u>Job Title:</u>	Housing Access Worker
<u>Status:</u>	Full-Time – Contract (till February 2027)
<u>Salary:</u>	\$28.06 to \$32.14
<u>Reports to:</u>	Manager, Member Programming and Services
<u>Posting date:</u>	Sept 28, 2026
<u>Closing date:</u>	Oct 12, 2026

SUMMARY:

The successful candidate will have the ability to nurture strong and trusting relationships and help Member tenants to search for, and successfully secure, appropriate and affordable housing, build essential life skills, maintain long-term successful tenancy, and achieve an improved quality of life on their terms.

DESCRIPTION:

PARC is a leading housing provider in West Toronto's Parkdale community, providing good quality, safe, and affordable homes for adults experiencing serious mental illness and/or problematic substance use. At times, we are the housing of last resort. The successful candidate will have the ability to nurture strong and trusting relationships and help Member tenants to search for, and successfully secure, appropriate and affordable housing, build essential life skills, maintain long-term successful tenancy, and achieve an improved quality of life on their terms.

When you join us as a Housing Access Worker you will be working with a passionate social service organization that puts people first, values your expertise, invests in your future through professional development opportunities and offers robust benefits including a defined benefit pension plan.

OPPORTUNITY:

Reporting to the Manager, Member Programming and Services, the Housing Access Worker offers one-on-one support to adults who are living with serious mental health and/or substance use challenges as they seek to identify and secure, appropriate and affordable housing. The incumbent in this role will promote independence, well-being, and quality of life by providing support through the fulsome process of housing acquisition. Specifically, The Housing Access Worker is responsible for completion of fulsome needs assessments, ensuring Member Tenants are able to secure all necessary pre-tenancy documentation, facilitation of extensive housing searches including navigation of relevant application processes, and ensuring all steps are completed successfully to secure housing and facilitate Member Tenant long-term tenancy.

The successful candidate will utilize their exceptional communication skills, creativity, and client- centered approach to build trusting connections that enable clients to stabilize, achieve goals and improve their quality of life.

RESPONSIBILITIES

- Provides responsive and person-centered services, inclusive of crisis counselling and emotional support, that meet the unique needs and/or complex challenges of each prospective of service users and members.
 - Working out of the PARC Drop In to engage with members in addressing their housing needs.
 - Implements housing preparation plans with clients (i.e., ID, taxes, income supports, etc.).
 - Engages in individualized housing searches for appropriate and affordable housing with the Member Tenant and assist with the completion of applications as necessary.
 - Helps Member Tenants navigate The Access Point, MyAccessToHousingTO portal and the new Choice-Based process for RGI housing by supporting applicants with registering, completing applications, updating, and maintaining applications (including annual reviews, building selections and updates to family size).
 - Supports Member Tenant applications for other housing financial supports (i.e., Rent Bank, energy fund etc.).
 - Escorts Member Tenants to housing appointments and advocate on their behalf as needed.
 - Provides one-to-one assistance to Member tenants in negotiating and finalizing housing leases
 - Arranges steps for Member tenants moving into secured housing (i.e., income verification, contact with property management, financial arrangement regarding rent, trusteeship etc.).
 - Educates tenants on their responsibilities and rights.
 - Develops strong, trusting, professional relationships that help Member tenants to build solid networks of formal and informal supports.
 - Develops comprehensive, individualized care plans in collaboration with Member tenants, and any identified formal/informal support persons that reflect the stated goals and needs of the Member tenant.
 - Supports activities geared toward establishing and maintaining an independent, healthy lifestyle with an emphasis on primary health care,
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mental health and wellness, community engagement, capacity-building, conflict resolution, crisis management and life skills.

- Facilitates referrals, in consultation with the Member tenant, to other service providers and supports as appropriate.
- Provides proactive support to Member tenants, once housed, including home visits, assistance with activities of daily living (ADLs) and coordination of case conferences.
- Develops partnerships and collaborates with other providers from across the mental health and other service systems (i.e., primary health, supportive housing providers, criminal justice, hospitals, developmental services, substance use etc.,) to support successful tenancy.
- Maintains accurate and timely documentation and statistical reporting in Pirouette in alignment with organizational policy.
- Contributes to a healthy, engaging, and safe workplace.
- Works collaboratively and effectively with a multi-disciplinary team to support the attainment of high work quality standards and performance expectations.
- Stays current with research and leading practices related to mental health, substance use, suicide prevention, family dynamics, housing, and other relevant areas of practice to ensure effective and high-quality service delivery.
- Participates in relevant training and workshops to support professional development and skill building.
- Actively participates in program development, work planning, evaluation, and continuous quality improvement initiatives to support alignment with best practice and published standards of care.
- Other duties as assigned.

QUALIFICATIONS:

- A relevant undergraduate education in a professional discipline pertinent to the role function and/or an equivalent combination of education and relevant progressive experience, with a minimum of 3 years relevant progressive experience in direct service delivery to adults with serious mental illness/problematic substance use or in case management settings.
 - First Aid Certification (CPR-AED) in good standing is required, or willingness to attain.
 - Highly developed interpersonal skills honed through experience in conflict resolution, crisis intervention/prevention, counseling, coaching and the ability to maintain appropriate professional boundaries.
 - Ability to effectively communicate both written and orally with internal and external stakeholders
 - Sound judgement and ability to handle matters of a confidential, political and/or sensitive nature with discretion and tact.
 - Strong understanding of and commitment to working within community development, anti-oppression, and anti-racist frameworks, including current issues and trends and the role that community-based organizations contribute to local neighbourhoods.
 - Knowledge of peer work and the value of peer contributions.
 - Understanding and analysis of the systemic nature of oppression, particularly the intersection of race, gender, sexuality, and class. Knowledge of, and experience in, the application of recovery principles, client-centered, harm reduction,
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trauma-informed and anti-oppression practices. This position requires a commitment to and a passion for social justice.

- Sound knowledge of applicable legislation (Mental Health Act, PHIPA, and Human Rights Code etc.)
- Advanced knowledge of psychiatric medications and their side effects
- Advanced knowledge of acute/chronic health conditions including COPD, Diabetes, Heart disease, MRSA, Liver disease, dementia, cellulitis etc.
- Working knowledge of leading practices related to mental health, problematic substance use, harm reduction, trauma-informed care and building therapeutic relationships
- Must be able to use creative strategies to address systemic barriers/access to community resources and improve the quality of life of people served
- Must have demonstrated the ability to provide personal support with empathic and caring skill
- Good time management skills and the ability to prioritize workload as needed
- Familiar with professional standards of case notation, documentation, and assessment
- Proficient in all Microsoft Office applications (Excel, Word, and PowerPoint) and Smartsheet.
- Fluency in a second language is considered an asset

Work Conditions/Hours:

- Work will be carried out mainly in the community; workers should be prepared to be in clients' homes, hospitals, community agencies, shelters, outside, boarding homes, etc;
- Travel is required via TTC or your own vehicle (mileage paid as per collective agreement);
- Employees work a minimum of 37.5 hours per week, between the hours of 8:00am and 6:00pm. Flexibility regarding on-call responsibilities and work outside these hours are expected in consultation with the direct manager
- Interacts with client, family members, staff, visitors and other care providers;
- Physically and emotionally demanding pace due to high service demands / complex support issues;

APPLICATION PROCESS:

Email cover letter & resume to: jobs@parc.on.ca

SUBMIT BY: October 12, 2026

PARC is an equal-opportunity employer and encourages applications from people who are reflective of the diverse communities we serve. We strongly encourage applicants with lived experiences, from Aboriginal communities, people of all races, colours, ethnic origins, religions, disabilities, and sexual orientations to apply. We recognize that equitable access to employment is an agent in social change.

If you have any requirements for accommodation due to disability, please advise Human Resources during the recruitment and selection process. We will work with you to best meet your needs as per resources available to us
