



58 Queen Street South, Kitchener, Ontario • N2G 1V6 • Telephone (519) 743-1151

Clinic Host – St. John’s Clinic

The Working Centre is a dynamic community-based organization organized under four key hubs

- Work and Livelihood
- St. John’s Kitchen and Outreach
- Housing and Shelter, and
- Community Tools and Enterprise

Projects range from: employment supports and financial problem solving; an integrated response to homelessness and substance use including a community kitchen hub, medical and mental health supports, street and encampment outreach; a growing network of affordable and supportive housing and shelters; community enterprise projects including cafes, a bicycle recycling shop, a computer recycling shop, a housewares and furniture thrift store.

For the past 40+ years, we have been a gathering of people who are working together intentionally and thoughtfully, responding to the work of community building, thinking creatively, involving people in the work, and keeping our work as non-bureaucratic and responsive as we can. As a living systems organization, our practices and approaches have the openness to evolve, depend on cooperation, responsiveness and hospitality, and cultivate the kind of diversity that makes us hold together as a strong web.

JOB SUMMARY

The Clinic Host will work as part of dynamic, multi-disciplinary team to offer clinical services including social support, health care and harm reduction services to people who are experiencing homelessness, mental health concerns and substance use challenges. This role works with the Specialized Outreach Services team and with the St. John’s Clinic.

St. John’s Clinic: This Social Medicine clinic at 97 Victoria is linked to both St. John’s Kitchen and the onsite housing. The Clinic works through relationships formed through outreach, bringing a full spectrum of health care providers to one location, and ensures critical health issues are treated in a timely way.

Specialized Outreach Services: SOS is an integrated team of professionals that offer flexible outreach supports to individuals experiencing homelessness or street-involved individuals with substance use, mental health, or concurrent issues by providing supportive nursing, counselling and support coordination, connections to primary care, and connection to other community services. SOS works from non-judgmental perspective with a commitment to relationship-based work to bring clinical services to the streets, shelters and encampments.

Our teams are flexible and adaptive and work from the perspective of unconditional positive regard to meet people where they are at. We provide flexible, low-barrier access to medical, mental health and substance use supports. We are committed to a trauma-informed, person-centered and harm reduction approach. We work holistically to address social determinants of health by providing access to medical, mental health and addiction supports.

As the Clinic host, this role helps to create a welcoming and responsive clinic environment, providing registration, tracking and follow-through for patients, hosting partner health teams, scheduling of clinic spaces, and carries an approach of harm reduction and hospitality.

SUMMARY OF RESPONSIBILITIES

- Welcome people into this clinic designed to serve people who are homeless or precariously housed.
- Register new visitors in the data system, tracking persons community of support.
- Respond to complexities as they arise, using a relationship-based approach to de-escalation in partnership with co-workers in the clinic and at St. John's Kitchen.
- Schedule appointments and times with other health care providers.
- Support the clinic to run smoothly as various partners join to provide a range of services in the clinic. Provide basic orientation as new partners become involved.
- Maintain accurate records of clinic activities.
- Provide follow-up to circle of support partners and specialists as required.
- Assist with general clinic administration and projects.
- Work within the practices and frameworks of mental health, concurrent disorders, and harm reduction practices

QUALITIES AND QUALIFICATIONS

- Minimum 3-5 years of clinical experience is preferred including tracking in a client medical record system
- Experience in mental health an asset
- Flexible, personable, and able to multi-task and prioritize
- Demonstrated ability in conflict management and interpersonal relations
- Strong communication (verbal and written), organization, and time management skills
- Understanding of anti-oppression principles and ability to work effectively with people of various cultural, age and economic backgrounds
- Ability to work collaboratively within and across teams, developing and maintaining positive relationships with service providers
- Current certification in CPR and First Aid required
- Ability to work independently and self-directed

COMPENSATION AND BENEFITS

We are looking for someone to join our team full time, working Mondays-Fridays from 9:00 am to 5:00 pm.

The Working Centre has always held an equal salary policy across the organization, reducing comparisons and hierarchy. This work is more than a job – it is about committed community work in a collaborative environment.

Salary is \$59,280 annually or \$30.40/hour. We offer a generous benefits package that starts after 3 months of full-time work.

APPLICATION PROCESS

If you think that this role would make you excited to come to work every day, we'd like to hear from you.

Email your application to working@theworkingcentre.org and include:

- A cover letter explaining your interest in this position, our organization and how your experience and skill would be a good fit.
- Your resume

We thank everyone who applies for this position. We will only reach out to people who we will invite to an interview. We do not use AI in screening applications.