



Peer Support Worker (5)

Reports to: Manager, Peer Support
Status: Contract, part-time
Hiring range: \$22 hour
Location: 790 Bay Street, Toronto, ON

These roles are for individuals living with HIV or with lived experience in mental health or substance use recovery, who are part of the communities HQ serves.

About Us

HQ is a leading centre of excellence in gay men's health, providing tailored mental health services, sexual health services, and community/social programming. HQ provides an accessible, safe, welcoming space for all cis men and trans people who are into guys regardless of age, race, ethnicity, gender identify, sexual orientation, HIV status, socioeconomic status, immigration status or ability. HQ provides comprehensive, holistic services that empower clients and promote their physical, sexual, mental, emotional, community and spiritual/social well-being.

At HQ, we collaborate with stakeholders and communities to promote health equity through engagement and equal access to our programs. Our mental health services include rapid assessments, evidence-based group interventions (CBT, DBT, CPT, CRA, MI), crisis counseling, case management, HIV peer navigation, and peer crisis support. To learn more about us, please visit [HQ Toronto](https://www.hqtoronto.ca).

About the Role

The Peer Support Worker (PSW) draws on their own lived experience with HIV as a PHA, substance use, and/or mental health challenges to support HQ clients in achieving their self-identified goals. As a peer, the PSW offers insight and guidance from a lived experience perspective, building collaborative relationships with service users. They help clients navigate services related to HIV, mental health, and substance use, ensuring access to the appropriate supports. Working closely with the HQ team, the PSW helps align services and referrals with each individual's goals, promoting self-determination, recovery, and connection to community.

Qualification & Competence:

- Provides support to individuals accessing services at HQ by building purposeful relationships, connecting them to community programs, and following up with those lost to care.
- Assists service users in navigating health care, government, and housing systems to support their ongoing progress.
- Shares a peer perspective through lived experience in individual support, groups, staff meetings, and organizational initiatives.
- Contributes to program planning, evaluation, and quality improvement by attending meetings and offering input.
- Engages with the community and attends psychotherapy groups to build relationships with current and potential HQ participants.
- Works collaboratively with staff to maintain a safe, supportive environment, responding to emergencies and sharing knowledge.
- Maintains accurate records and completes program documentation, including case notes, incident reports, and referrals.
- Stays informed about current community resources and uses this knowledge to help service users access needed supports.
- Performs other related duties as assigned.



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About you

- Willingness to share lived experience with HIV, substance use, mental health, or co-occurring challenges.
- Strong ability to build and maintain client connections.
- Knowledge of HIV, mental health, and substance use supports and recovery models.
- Comfortable working with culturally diverse populations.
- Effective verbal and written communication skills.
- Strong organizational, problem-solving, and prioritization skills.
- Strong interpersonal skills for working with clients, coworkers, and partner agencies.
- Conflict resolution and crisis intervention skills are an asset.
- Ability to communicate in a second language, especially Spanish or Arabic, is an asset.

Hours of Operations

- Flexibility in hours, including regular availability for evening and potentially weekend work (current clinic hours are Monday – Thursday 12pm– 8pm, Friday 10pm – 6pm)

How to Apply

To apply, please send your cover letter and resume as a single PDF or Word document, with the position title as the subject line, to careers@hqtoronto.ca.

APPLICATION DEADLINE: Applications will be reviewed on a rolling basis until the position is filled.

We appreciate the interest of all applicants, but only those selected for an interview will be contacted. No phone calls or agency referrals, please.

HQ is an equal opportunity employer committed to fostering a diverse and inclusive workplace. We encourage applications from individuals with culturally diverse backgrounds and members of the 2SLGBTQ+ community.

We are dedicated to accessibility and inclusion, and if you require accommodations during the recruitment process, we will work with you to meet your needs.