



POSITIVE HEALTH NETWORK

Hamilton • Halton • Haldimand • Norfolk • Brant

JOB OPENING: SUPERVISOR, CARE COORDINATION

CLOSES: MONDAY, JANUARY 5, 2026

Job purpose

The Supervisor, Care Coordination plays a pivotal role in ensuring the delivery of quality support services to clients of Positive Health Network and increasing referral pathways across all regions we serve. This role reports to the Manager, Priority Populations Programs & Support Services. This role will have three support services staff reporting to it.

Primary responsibilities.

- Oversees the case management components of the Support Worker and Support Worker, Programs, ensuring that the team delivers high-quality, trauma-informed, case management to clients living with HIV.
- Develops, documents and continually improves agency case management practices consistent with ministry directives and best practices.
- Ensures the support services team maintains ministry databases effectively and accurately and participates in ministry reporting.
- Works collaboratively with the Support Services team to develop effective programs and communications for our PHA clients.
- Monitors client outcomes, address client concerns, and ensure the continuous improvement of care delivery.
- Conducts outreach to community partners, including other AIDS service organizations, hospitals, Public Health units, and various government and community programs, to improve referral pathways. The goal is to ensure regional organizations are aware of our organization and increase referrals to us, but also so that our teams are aware of area agencies and can successfully refer our clients to agencies that are relevant to their needs.



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- This role also
 - Maintains accurate, routine reports and data regarding clients, referrals, and partnerships.
 - Attends and supports programming when needed, serving as back-up for all support service staff.
 - Adheres to the Vision, Mission and Policy and Procedures of Positive Health Network.
 - Handles other special projects as assigned by the Priority Populations Programs & Support Services Manager.

Qualifications

The incumbent will have experience within the social services sector, including knowledge or experience with HIV, HCV, STBBIs, substance use, mental health and harm reduction strategies, and a strong understanding of intersecting issues that affect an individual's health and wellbeing. The incumbent will be comfortable working with sexual health and drug use issues with an accepting and non-judgmental attitude.

- We strongly encourage people living with HIV to apply.
- University degree in related field, with extensive experience in case management, community development and education, particularly within the context of HIV services.
- Minimum 4 years previous management/supervisory experience with “service leadership” approach.
- Strong understanding of intersecting issues related to HIV, stigma, and oppression, with a commitment to addressing these challenges within the community.
- Cultural competency in priority populations, including, African, Caribbean and Black peoples, people who use drugs, men who have sex with men, indigenous peoples, and women at risk.
- Knowledge of harm reduction principles and a strengths-based approach is often required.
- Excellent communication and interpersonal skills, with the ability to collaborate effectively with diverse community members and team.



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- Ability to work independently and as part of a multidisciplinary team, demonstrating flexibility and adaptability in a fast-paced environment.
- Proficient with office systems such as Microsoft especially Excel, Canva, SurveyMonkey, Mailchimp, and miscellaneous data bases.
- Ability to use AI effectively, ethically and appropriately, without being reliant upon it.
- Proficiency in maintaining accurate records and documentation, with a keen attention to detail and confidentiality.
- Ability to ask for help, admit mistakes, and learn continually.
- Valid “G” driver's license and access to reliable transportation.
- Based in Hamilton, with weekly travel to our Brantford and/or Halton offices.
- Able to work occasional weekends and evenings as needed.
- Vulnerable Sector Police check is required.
- French, Spanish and other language skills are an asset

WHAT WE OFFER: This is a full-time, on-site, permanent (35 hours/week) position with the Positive Health Network. We offer a competitive compensation package in the salary range of \$55,000-\$60,000 and a comprehensive benefit package.

We will accept applications until **Monday, January 5, 2026**. Please submit your resume and a cover letter detailing your qualifications and interest in the Supervisor, Care Coordination position to recruitment@positivehealthnetwork.org.