



Case Worker

Hours: 35 hours per week

Compensation: \$28.09 per hour

Status: Full-time, unionized position

Term: Funded until March 31, 2027, with anticipated continuation subject to funding

Location: Toronto, Ontario - hybrid, with significant in-person and community-based work

Application deadline: Friday, October 2, 2026 at 5:00 p.m. ET

About Maggie's

Maggie's is a by-and-for sex worker organization advancing the safety, dignity, rights, and self-determination of sex workers through direct support, case management, outreach, community programming, education, advocacy, and harm reduction.

The Role

Maggie's is seeking a Case Worker with lived experience of sex work to provide practical, flexible, and non-judgmental support to sex workers. Reporting to the Director of Case Management, the Case Worker will provide case management, systems navigation, accompaniment, advocacy, and community outreach.

Participants may need support related to healthcare, housing, income, legal or immigration matters, identification, benefits, harm reduction, and other services. The successful candidate will build trust while maintaining strong boundaries and respond calmly and resourcefully to complex situations.

Key Responsibilities

- Provide low-barrier, trauma-informed, and harm-reduction-based case management to sex workers.
- Work with participants to identify priorities and develop practical support plans based on their goals.
- Support participants in navigating healthcare, housing, income, legal, immigration, identification, benefits, and other systems.
- Provide referrals, advocacy, accompaniments, and practical help with forms, applications, appointments, and accessing services.
- Maintain appropriate follow-up and support participants experiencing complex or challenging circumstances within the scope of the role.
- Participate in community outreach, distribute harm-reduction and safer-sex supplies, and connect community members with Maggie's programs and other resources.
- Maintain knowledge of low-barrier, sex-worker-friendly resources and strengthen relationships with service providers across Toronto and the GTA.
- Maintain accurate, timely, and confidential case notes, participant records, and information required for reporting.
- Manage a varied caseload and schedule while participating in supervision, team meetings, and organizational activities.

Qualifications and Experience

Relevant knowledge may come from lived, community, educational, or professional experience. Formal post-secondary education is not required.

Required

- Lived experience of sex work.
- Approximately one to two years of relevant experience in case management, outreach, harm reduction, peer support, systems navigation, social services, or related community work.

- Understanding of sex worker rights, harm reduction, and anti-oppressive approaches to service delivery.
- Ability to build respectful and trusting relationships while maintaining appropriate boundaries and confidentiality.
- Comfort working with people who use drugs and people experiencing homelessness or housing instability.
- Ability to remain grounded in difficult, unpredictable, or high-stress situations.
- Strong initiative, communication, organization, judgment, and practical problem-solving skills.
- Ability to work independently and travel throughout Toronto and, when required, the GTA.

Assets

- Knowledge of healthcare, harm reduction, housing, income support, legal, immigration, and community resources available to sex workers in Toronto.
- Experience providing accompaniments or systems-navigation support.
- Experience in a peer-led or by-and-for organization.
- Additional languages relevant to the communities Maggie's serves.
- A valid driver's licence and access to a vehicle.

Working Conditions

This is a hybrid role with significant in-person work, outreach, and accompaniments throughout Toronto. The work may involve complex or emotionally challenging circumstances. Some evening or non-standard hours may occasionally be required. The Case Worker will receive supervision from the Director of Case Management.

Compensation and Employment Terms

This is a 35-hour-per-week unionized position paying \$28.09 per hour. Eligible full-time employees receive an employer-paid health and benefits package and paid time off under Maggie's collective agreement, including:

- Vacation entitlement based on length of service, plus 10 additional paid vacation days per calendar year
- 10 paid sick days and 10 paid health-promotion days per calendar year
- A paid two-week holiday shutdown over the Christmas and New Year period
- Other paid and unpaid leaves provided under the collective agreement

The position is funded until March 31, 2027. Maggie's anticipates continuing it beyond this date, subject to continued funding.

Equity and Lived Experience

Lived experience of sex work is required and is recognized as expertise central to effective peer-based case management. Applicants will not be expected to disclose unnecessary details about their lived experience.

We particularly encourage applications from Black, Indigenous, and racialized sex workers; trans, non-binary, and gender-diverse people; people with disabilities; people who use drugs; and people with experience of homelessness, migration, criminalization, or other forms of systemic marginalization.

How to Apply

Email your CV and cover letter to hiring@maggiesto.org by **Friday, October 2, 2026 at 5:00 p.m. ET**. Use the subject line Case Worker Application.

In your cover letter, briefly describe your interest in the role and the experience, skills, and lived or community knowledge you would bring.

Maggie's is committed to an accessible hiring process. Please include any accommodation request in your application email. Only applicants selected for an interview will be contacted.