

# Employment Opportunity

Punjabi Community Health Services - PCHS

(Internal and External)

<b>Job Title:</b> Crisis Support Worker (Arabic Speaking) – Settlement Program  <b>Job Posting # CSW-FT/SP-007/2017-18</b>	<b>Date Posted:</b> July 24, 2017	<b>Report to:</b> Director of Operations  <b>Position Type:</b> Full Time
	<b>Date Closed:</b> August 7, 2017	

## **About Organization:**

Punjabi Community Health Services (PCHS) is a pioneer community based not for profit, charitable organization. PCHS has been fulfilling needs of the diverse communities for the past 27 years by providing services in the areas of addictions, mental health, geriatric, health promotion, domestic violence, parenting, settlement and services for women, children and youth. PCHS has a number of research studies to its credit and is recognized as an innovative organization for community development and for its Integrated Holistic Service Delivery Model. PCHS is accredited by Commission of Accreditation Rehabilitation Facilities (CARF) International and Imagine Canada.

## **About Position:**

This Crisis Support Worker’s position is funded by the Immigration, Refugees and Citizenship Canada (IRCC) Reporting to the Supervisor of Settlement Services, Crisis Worker’s primary responsibility will be crisis assessment and provide immediate support to the newcomer families and refugees. The scope of the role includes but not limited to providing effective crisis intervention and stabilization to individuals experiencing a mental health crisis, responding to referrals from newcomer Settlement staff and providing timely crisis assessment, intervention and assistance in accessing or referring to internal or external community resources. The Crisis Worker will also provide consultation, assessment and recommendations to other Settlement Counsellors when there is an emergent mental health concern. Services are provided in accordance with the mission and established protocols of PCHS. The ultimate outcome of the program is to help newcomers become fully engaged in all aspects of Canadian life – social, economic, political and cultural.

## **Qualifications:**

### Education and Experience:

- Degree or diploma in health services, social services or human services equivalent
- Evidence of very sound assessment, organizational and prioritization skills with the ability to work well in stressful situations
- Crisis intervention experience preferred
- Experience with newcomers and refugees’ mental health is an asset
- Understanding and knowledge of the diverse communities with emphasis on the Arabic Community
- Understanding and knowledge of the mental health issues of immigrants and refugees
- Knowledge of Immigration Contribution Agreement Reporting Environment (iCARE) is an asset

### Proficiency in technology:

- Excellent working skills of MS Word, Excel, PowerPoint, internet and email
- Effective written and verbal communication skills as well as presentation skills
- Familiarity with Cloud technology and Share-Point is an asset

### Interpersonal Skills:

- Effective communication skills with individuals at all levels of the organization
- Superior time management skills, multitasking skills, and the ability to prioritize tasks with minimal supervision
- Excellent written and verbal skills
- Ability to work independently, as well as in a team

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**Requirements:**

- Must possess a valid Ontario Driver’s License, have regular access to a reliable vehicle and provide proof of adequate vehicle insurance
- Required to provide a satisfactory criminals reference check (CRC)
- Fluency Arabic languages is an asset
- Current CPR/ First-Aid certification

**Key Responsibilities:**

- Provide support to the newcomers and refugees and their families experiencing crisis
- Developing holistic crisis plans for the clients and their families, to mitigate and manage the immediate risks to their mental health
- Outreach and promotion of services to the target group
- One-on-one crisis support assistance to individuals/families
- Liaise with community support and partners (i.e. mental health service providers,) for client’s recovery and reintegration into the society, work with families, crisis intervention/prevention, advocacy, referrals to other services etc.
- Develop and implement best crisis management strategies in partnership with clients
- Maintain documentation

**Hours:** Full time, 37.5 hours  
(Some evenings and weekends work is required)

**Position to commence:** August 21, 2017

**Please submit resume by August 7, 2017 to the Hiring Committee at:**  
[jasmin@pchs4u.com](mailto:jasmin@pchs4u.com)

Please add **Job Posting # CSW-FT/SP-007/2017-18** to the email subject line and cover letter

PCHS offers a competitive salary and a benefits package, including medical and dental benefits. We also offer an attractive and rewarding work environment. We appreciate the interest of all applicants, but only those under consideration will be contacted for an interview. No phone calls please.

*PCHS is committed to diversity in its workplaces and welcomes applications from all visible minority groups, women, Aboriginal persons, persons with disabilities among other self-identified diverse groups. We also provide accessible employment practices that are in compliance with the Accessibility for Ontarians with Disabilities Act (‘AODA’). If you require accommodation for a disability during any stage of the recruitment process, please notify Human Resources at [jasmin@pchs4u.com](mailto:jasmin@pchs4u.com)*