

Employment Opportunity

Job Title: Case Manager, Addictions program	Date Posted: September 22, 2025	Reports to: Supervisor – Addictions Program
Job Posting # CM-ADD-033/2025-26 (internal and external)	Date Closed: September 30, 2025	Position Type: Full Time Contract Ending March 31, 2026 (secondment vacancy)

About Organization:

Punjabi Community Health Services (PCHS) is a pioneer community-based not-for-profit, charitable organization. PCHS has been fulfilling the needs of diverse populations for 35 years by providing services in addictions, mental health, geriatric, health promotion, domestic violence, parenting, settlement and services for women, children and youth. PCHS has several research studies to its credit and recognized as an innovative organization for community development and its Integrated Holistic Service Delivery Model. PCHS is accredited. PCHS is a 2SLGBTQ sensitive organization.

Why Work at PCHS:

- 3 weeks' paid Vacation to start; 4 and 5 weeks after 3 and 4 years of continuous service (pro-rated)
- 7 days' paid Personal Time on pro-rated basis
- Comprehensive Benefits package (including coverage towards fitness memberships and winter tires)
- Employee Assistance and Family Assistance Plan
- Various employer-paid training programs and professional development opportunities
- Develop and network through robust community and partner events
- Mileage reimbursement as applicable
- Free on-site parking
- Hybrid work model (conditional on nature of services and funding agreements)

About Position:

Sahara Addictions Program provides assistance and support to clients and their families dealing with addiction challenges. The program focuses on supportive counseling, and outreach to increase access to additional community-based services using various therapeutic approaches, guided self-change, relapse prevention, link to primary care if needed, follow-up, and aftercare. The goal is to have access to holistic supports that address the underlying factors leading to addiction. The Addictions program accepts referrals from hospitals, community organizations, health practitioners, families, friends, or self-referrals.

The Addictions Case Manager will provide initial and ongoing assessment, treatment planning, brief intervention, and supportive counseling to assist the individual in developing skills to manage substance abuse and related problems. Services will be provided in individual, family, and group formats. Activities will include addiction treatment, family intervention, relapse prevention, follow-up, and aftercare.

Qualifications, Experience and Skills:

- University degree and or Community College Diploma in social services or related field or combination of equivalent education and work experience
- Minimum 2 years related experience in direct service delivery to individuals with severe addiction issues
- Preferred Registered Health Professional and adhere to standards of practice as per designated college
- Excellent knowledge of substance use and co-occurring issues
- Strong client engagement, case management and group facilitation skills
- Demonstrated ability to provide supportive counselling
- Awareness of the systemic issues of racism, oppression, poverty, and marginalization
- Knowledge of various philosophies regarding substance use, with a balanced approach
- Evidence of very sound assessment, organizational and prioritization skills with the ability to work well in stressful situations
- Understanding and knowledge of the diverse communities with an emphasis on the South Asian Community
- Demonstrated ability to be flexible and cope with ambiguity in the system
- Demonstrated ability to intervene effectively in clinical situations requiring the management of disturbed behavior
- The ability to work with clients of diverse cultural and social backgrounds is necessary
- Consistent commitment to professional development
- Ability to work collaboratively and in partnership with a multidisciplinary team and other agencies in the community
- Demonstrated ability to use computer programs for data entry for assessments
- Proficiency in a second language would be an asset
- Certification in GAIN Q3 MI ONT is a vital asset
- Strong interpersonal skills, be able to work independently and within a team
- Ability to communicate effectively (written and verbal), including presentation skills
- Excellent working skills in MS Word, Excel, PowerPoint, internet and email
- Familiarity with Cloud technology and SharePoint will be an asset

Requirements:

- Must possess a valid Ontario Driver's License, have regular access to a reliable vehicle, and provide proof of adequate vehicle insurance
- A satisfactory current Vulnerable Sector Screening (Police Check) report
- Current CPR and First-Aid certification
- Vaccines (COVID-19 and others) are encouraged.

Key Responsibilities:

- Engage with clients to conduct comprehensive assessments for substance use, emotional, and other social determinants of health

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- Conduct risk and psychosocial assessments using appropriately validated tools
- Facilitate group sessions
- Prepare treatment plans tailored to each client
- Prepare goal plans that serve as a roadmap for clients to optimize their wellness and make referrals to appropriate resources
- Engage in the functions of case management with clients to support their achievement of goals
- Engage in individual supportive counselling sessions with clients
- Provide coordinated care to family members and significant others
- Engage with other service providers to optimize integrated care
- Positively participate in team meetings, supervision, case conference, service resolution meetings, planning meetings, and staff meetings
- Maintain current information of community resources
- Maintain thorough and timely documentation, files, related reports and data entry based on best practices and policies
- Maintain appropriate record-keeping/documentation and client files, statistical and outcome measurement tools required by the Addictions Program and PCHS policies and procedures.
- Participate in agency and community committees and workgroups as requested by the program supervisor.
- Work effectively and collaboratively with program teams, internal and external to PCHS.
- Other related duties, as assigned.

Hours: Full time contract, 37.5 hours per week
(Some evenings, weekends and shift work may be required)

Position is covering an existing secondment vacancy and ending March 31, 2026. Duration is subject to change based on operational and secondment needs.

Position to commence: October 2025

Salary Range: \$50,000- \$53,000 annual

Please submit your resume to the Hiring Committee at hr@pchs4u.com

Please add **Job Posting # CM-ADD-033/2025-26** the email subject line and cover letter.

Employment Opportunity

PCHS offers an attractive and rewarding work environment. We appreciate all applicants' interest, but only those under consideration will be contacted for an interview. Due to a high volume of applications phone enquiries may not be answered.

PCHS is committed to diversity in its workplaces and welcomes applications from all visible minority groups, women, Aboriginal persons, 2SLGBTQ, persons with disabilities, among other self-identified diverse groups. We also provide accessible employment practices that comply 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 hr@pchs4u.com