

Employment Opportunity

Job Title: Peer Support/Welcomer Job Posting # HART-PW-037/2025-26	Date Posted: October 31, 2025	Position Type: Full Time Reports to: Supervisor, Addictions Program
	Date Closed: Open till filled	

About Organization:

Punjabi Community Health Services (PCHS) is a pioneer, community-based, not-for-profit charitable organization that has been serving diverse populations for over 35 years. PCHS provides a wide range of culturally responsive services in the areas of addictions, mental health, geriatric care, health promotion, domestic violence, parenting, settlement, and support for women, children, and youth. PCHS is widely recognized for its innovative Integrated Holistic Service Delivery Model and has contributed to several community-based research studies. The organization is fully accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF) International and Imagine Canada, reflecting its commitment to quality and accountability. PCHS is also a 2SLGBTQ-sensitive organization, committed to equity, inclusion, and culturally appropriate care.

Why Work at PCHS:

- 3 weeks' paid Vacation to start; 4 and 5 weeks after 3 and 4 years of continuous service
- 7 days' paid Personal Days
- 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

About Program:

Punjabi Community Health Services is pleased to partner with Canadian Mental Health Association Peel Dufferin (CMHA Peel Dufferin) and various agencies in the Peel Region, to offer services to the local community at the *new* Brampton based Homelessness and Recovery Treatment (HART) Hub.

HART Hubs are community-based care hubs designed to address mental health, addiction and housing needs for people experiencing homelessness. They provide integrated care, offering a wide range of services such as primary care, mental health services, addiction care and employment supports. With targeted community outreach and rapid referral pathways, HART Hubs aim to support individuals with complex needs, helping them recover, achieve housing stability, and inclusion.

Achieving our vision means we're recruiting people who are passionate about driving change and delivering evidence-based, responsive and affirming care that meet people where they are. Are you ready to join us?

About Position:

The Peer Support/ Welcomer will serve as the first point of contact for individuals seeking information, support, or access to programs at Punjabi Community Health Services (PCHS). Whether in person or by phone, the Peer Support/Welcomer worker plays a vital role in creating a welcoming, inclusive, and non-judgmental environment. This position combines reception and administrative responsibilities with peer-informed support and harm reduction education. The role involves responding to inquiries, directing clients to appropriate internal services, and, when necessary, providing basic information on external resources. Key responsibilities include greeting and assisting walk-in clients, managing phone calls and appointments, distributing harm reduction materials, and supporting individuals using a trauma-informed, peer-based approach.

Qualification, Experience and Skills:

- Post-secondary education in Office Administration, Social Services, or related field.
- 1–2 years of front desk, customer service, or peer support experience preferred.
- Lived experience with mental health, addictions, Homelessness and willingness to share that experience is an asset.
- Strong communication and interpersonal skills with a friendly and welcoming demeanor.
- Peer certification or training is an asset, or in the absence of training, willingness to be trained is required.
- Ability to de-escalate conflict and support individuals in distress.
- Excellent time management and organizational skills; ability to multitask effectively.
- Knowledge of harm reduction practices and basic understanding of community health resources.
- Excellent verbal, written, and interpersonal communication skills with sensitivity to culturally diverse and equity-deserving groups
- Working knowledge and/or an understanding of various disciplines; including but not exclusive of mental health, substance use, harm reduction, newcomer challenges and barriers faced by those in marginalized populations.
- Knowledge of a variety of evidence-informed treatment modalities including motivational interviewing and trauma informed practices.
- Experienced at engaging in matters that require sensitivity and empathy across a diverse community, excellent judgement, and discretion; ability to operate with various frameworks including culturally sensitive, anti-racist, anti-oppressive, 2SLGBTQ+ affirming and intersectional.

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- Proficiency in Microsoft Office (Word, Excel, Outlook); experience with cloud platforms and SharePoint is an asset.
- Fluency in English required; Punjabi, Hindi, or Urdu considered an asset.

Requirements:

- A satisfactory Vulnerable Sector Screening (Criminal Record Check) is mandatory.
- A valid driver's license and access to a reliable vehicle with current insurance coverage.
- Current certification in CPR and First Aid- Level C with AED.
- Proof of vaccination (including COVID-19 and others) is encouraged.

Duties and Responsibilities:

- Serve as the first point of contact for walk-in clients and callers, providing a welcoming, inclusive, and non-judgmental experience grounded in lived experience and trauma-informed care.
- Offer peer support to individuals navigating mental health, substance use, or related challenges by sharing relevant lived experience in an appropriate and professional manner.
- Respond to inquiries by providing clear and accurate information about PCHS programs and services.
- Assist individuals in accessing harm reduction supplies and provide basic education on safe practices, overdose prevention, and local support options.
- De-escalate conflict or support individuals in distress using peer-informed and culturally responsive approaches.
- Conduct basic intake support, including gathering client information and determining appropriate internal or external referrals.
- Actively promote client empowerment, self-determination, and connection to community resources.
- Maintain organized documentation of client interactions and referrals in accordance with agency policies and confidentiality standards.
- Manage front desk duties, including answering phone calls, responding to emails, scheduling appointments, and supporting daily administrative operations.
- Monitor and maintain cleanliness and safety of reception and communal areas, ensuring access to culturally relevant resources and materials.
- Collaborate with internal teams and external partners to support continuity of care and foster a coordinated service delivery experience.
- Participate in team meetings, ongoing training, and peer supervision to support personal and professional development.

Hours: Full Time (12 hour rotational shifts)
(Some evenings and weekends work required)

Hours for the HART Hub: 10:00 am – 10:00 pm, Monday to Sunday (no bed services at this location)

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Onsite Work: Roles will be on-site, or community based.

Position to commence: November 2025

Salary Range: \$48,000 to \$51,000 annual

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

Please add Job Posting # HART-PW-037/2025-26 to the email subject line and cover letter.

PCHS 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.

PCHS is committed to diversity in its workplaces and welcomes applications from all visible minority groups, women, Aboriginal persons, LGBTQ, 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 hr@pchs4u.com