

# Employment Opportunity

Punjabi Community Health Services

<p><b>Job Title:</b> Wellbeing Navigator</p>	<p><b>Date Posted:</b> April 2, 2025</p>	<p><b>Reports to:</b> Manager, Newcomer Settlement Program</p>
<p><b>Job Posting # WN-SP-001/2025-26</b></p>	<p><b>Date Closed:</b> April 15, 2025</p>	<p><b>Position Type:</b> Full Time, 2 FTE</p>

## About Organization:

Punjabi Community Health Services (PCHS) is a pioneering community-based, not-for-profit, charitable organization. PCHS has been fulfilling the needs of diverse populations for 34 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 several research studies to its credit and is recognized as an innovative organization for community development, particularly for its Integrated Holistic Service Delivery Model (IHSDM). PCHS is accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF) International and is a member of Imagine Canada. 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 of paid Personal Time on a 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 the nature of services and funding agreements)

## About Position:

The Wellbeing Navigator position is funded by Immigration, Refugees and Citizenship Canada (IRCC). Reporting to the Manager of Newcomer Settlement Programs, the Wellbeing Navigator plays a vital role in supporting eligible newcomer clients with complex physical and/or mental health needs by delivering personalized, client-centred well-being navigation services. Serving as a bridge between clients and a broad network of healthcare providers, social service agencies, and community organizations, the Wellbeing Navigator facilitates timely access to culturally and linguistically responsive services that are tailored to meet the needs of all clients. This role is instrumental in helping clients overcome barriers that impact their successful settlement and integration into Canadian society. Through a strengths-based and trauma-informed approach, the Wellbeing Navigator empowers clients to make informed decisions about their health and well-

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being while fostering the confidence and skills needed to navigate Canadian systems independently. The ultimate goal of the program is to support newcomers in becoming fully engaged in all aspects of Canadian life—socially, economically, and culturally—thereby contributing to their long-term well-being and meaningful participation in their new communities.

### **Qualifications, Experience and Skills:**

- Degree or diploma in social work, psychology, health services, human services or another related field
- Certification or training in mental health support, counselling, or case management is an asset.
- Minimum two years related experience in health navigation, direct service delivery to newcomers or clients experiencing complex physical/ mental health needs
- Registration with a regulatory body is preferred
- Proficiency in a second language would be an asset, preferably Punjabi, Hindi & Urdu
- Experience working with newcomer populations, including immigrants and refugees.
- Experience in case management, client assessment, and goal setting.
- Familiarity with settlement services, healthcare systems and community resources.
- Demonstrated case management and referral skills and ability to effectively link clients to supportive services
- Ability to educate clients on navigating healthcare, mental health, and social services.
- Cultural competency and sensitivity when working with diverse communities.
- Experience in working effectively as a member of a multidisciplinary team, including internal and external stakeholders
- Ability to build and maintain relationships with healthcare providers, community organizations, and cultural groups.
- Experience in organizing community outreach initiatives.
- Maintain client records/files according to PCHS standards
- Knowledge and experience with data management systems, particularly iCARE and OCMS
- Effective written and verbal communication skills, as well as presentation skills across all levels of the organization
- Excellent computer skills with advanced proficiency in Microsoft Office
- Superior time management skills, multitasking and ability to prioritize tasks with minimal supervision
- Familiarity with Cloud technology and Share-Point is an asset

### **Requirements:**

- 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 (Criminal Record Check) report

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- Current CPR and First-Aid certification
- Vaccines (COVID-19 and others) are encouraged

### Key Responsibilities:

- Client needs assessment, goal setting and service planning
- Provide individualized, one-on-one, family, and group sessions to assist eligible newcomer clients in navigating the Canadian health system.
- Offer information on accessing local and needs' specific healthcare providers, including family doctors and wellness resources.
- Educate clients on the roles of various healthcare professionals and how to access drug and medical benefit plans at federal, provincial, and regional levels.
- Support clients in understanding and managing their health conditions in alignment with their settlement and integration goals.
- Connect clients with appropriate health, mental health, social, cultural, and community-based resources.
- Facilitate referrals to settlement services and specialized support organizations to address client needs.
- Distributing and compiling client satisfaction surveys and feedback forms
- Build and maintain partnerships with healthcare providers, community organizations, and cultural groups.
- Develop communications tools, promotional, and outreach materials
- Develop and implement a range of outreach strategies, including media campaigns, community booths, and collaborations with partners and cultural groups.
- Participate in the development and execution of a comprehensive operational plan to track client progress and outcomes.
- Monitor and address challenges throughout the project term to ensure timely and effective service delivery.
- Collect and compile statistics and submit monthly and periodic narrative reports.
- Maintain documentation, digital/paper client files and client data entry into iCARE and/or any other database used by PCHS
- Responsibility as assigned, complementary to the settlement program and partnership/collaboration with other organizations
- Other duties as assigned

**Hours:** Full Time, 37.5 hours per week  
(Some evenings and weekends work required)

**Salary Range:** \$55,000- \$59,600

**Position to commence:** April 2025

# Employment Opportunity

Please submit your resume to the Hiring Committee by April 15, 2025, at [hr@pchs4u.com](mailto:hr@pchs4u.com).

Please add **Job Posting # WN-SP-001/2025-26** to the email subject line and cover letter.

PCHS offers 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, 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](mailto:hr@pchs4u.com)*